



Dispatch smarter, faster, and safer with **Total Response**

Total Response is a 911 protocol software that is simple, adaptable, and efficient.

After 40 years and 500,000+ professionals trained, we've learned a thing or two: every call deserves your all.

The Total Response Difference means that every protocol is focused on protecting callers and responders while preserving life, scene conditions and property. And, when we implement Total Response software in your agency, we make sure that our industry professionals help you custom build it to meet your community's needs.

The **Total Response** Difference

MEETS INDUSTRY STANDARDS

- Our **proven** and **patented** approach to emergency call handling helps your agency meet **industry AND local standards**.
- Protocols and procedures are **continuously reviewed** by our team of police, fire, and emergency medical professionals.
- Total Response does **not require** a local medical director's approval.

FASTER RESPONSE TIMES

- **Consistent** call taking for **every** call with over 80+ **integrated** protocols for police, fire, and emergency medical dispatch.
- **No toggling** between EMD, fire, and law enforcement questions.
- **Quick View** terms above protocols help telecommunicators quickly grasp the topic of the question, ensuring prompt collection of all critical information.
- **Guided flexibility** to ask the right questions. Your call takers are not required to follow strict scripts.
- **Situational questioning** improves caller and responder safety and helps gather relevant information quicker.

ENHANCE YOUR CURRENT PROCESSES

- **Customize** ours or create your own protocols based on your local requirements and SOPs.
- Make decisions faster with the help of **customizable Knowledge Base Articles (KBAs)** that link to your unique SOPs, procedures, schematics, and more.
- Our patented **Response Advisor** is a graphic display of priority/severity of the incident and can be customized to your needs.
- **Interface** with over **40 CADs** and voice recorders gives you real-time information and the ability to review each call.
- **Integrations** with life-saving apps, such as PulsePointAED and what3words.
- **Instant access** to performance metrics with real-time call monitoring, messaging, and dashboard analytics.

ON-DEMAND TRAINING AND SUPPORT

- **Unlimited**, online, **self-paced training, certifications and continuing education** included with the software.
- Work with **industry experts** on implementation, application training, and protocol customization, plus **24/7 technical support**.

For more info, email sales@totalresponse.com

