

**iVENCs**  
CORE +

## Passenger Help Point Systems



### OVERVIEW

The iVENCs Help Point module provides integrated presentation and response controls for Help Points across a site, station, or railway line. With iVENCs' intuitive 3D user interface and a dedicated onscreen sidebar, users have quick and easy access to all the tools required to manage incoming calls from multiple locations, and with different call priorities.

The Help point system can integrate with third party systems using proprietary interfaces, and can also integrate with industry standard SIP VoIP based Help Points and Emergency Call Points. In any location across a site, line or even on trains, iVENCs can present multiple manufacturer's Help Point systems as if they were one.

### CALL QUEUE, HOLD AND TRANSFER

The iVENCs Help Point sidebar gives users a quick overview of all current calls, the call queue, the active answered call, and all calls that are currently on hold. When combined with iVENCs Telecoms, the sidebar is shared between the Help Points and Telecoms systems, to give the user a combined overview of all calls being made to their workstation, without the need for separate windows.

The Help Point's quick access sidebar enable users to make and receive calls, put calls on and off hold, transfer calls, and take calls from other iVENCs workstations. New calls can be accepted while putting an existing call on hold, and all live calls are shown in a call queue and identified with priority icons and colouring, for easy visibility of which calls need immediate attention.

### HANDSET INTEGRATION

The iVENCs Help Point sidebar is fully integrated with the professional Snom telephones which are used for the iVENCs PHP system. The provision of on-screen visualisation of the call queue, plus the option of on-screen or telephone keypad and button controls enables the operators to whichever operation

method is best for them.

Alternately, when iVENCs is used with Help Point systems which provide their own handsets, then the iVENCs GUI can equally well be integrated to operate with these.

### CALL PRIORITISATION

Incoming calls are prioritised according to their urgency. Calls are assigned a certain colour depending on their priority level. For example, emergency and refuge alert calls can be set to display with the colour red, whilst less urgent calls such as information requests could be set with a less prominent colour, typically blue. Calls can also generate alarms in the iVENCs Alarm List.

### 3D VISUALISATION AND CCTV SWITCHING

When a call takes place between an iVENCs user and someone at a Help Point, the Help Point will be highlighted visually on the 3D model, so that the operator can clearly see where the call is originating from. The operator can navigate the 3D model and zoom in on the location of the call, and can immediately gain access to all of the CCTV control and PIS messaging facilities provided in that area.

Integration with iVENCs CCTV provides automatic routing of CCTV images from the camera covering each Help Point, so the iVENCs user can see live footage what is happening at the Help Point as soon as the call is made.

### INBUILT ADDRESS BOOK

The iVENCs Help Point module provides an inbuilt Address Book, which enables the user to quickly and easily find contacts and make calls directly from within iVENCs. Incoming calls fetch data from the Address Book and use this to display each call's location and help point description on the sidebar, together with the colour coded call priority. Thus, the operators immediately know where a call is coming from, and its urgency. The Address Book has a search functionality and the option to apply filters, making it easy to search for and find particular locations or Help Points for outgoing calls, and calls can also be made to Help Points or other workstations directly from the 3D model.

### CALL LOG AND RECORDING

The iVENCs Call Log automatically keeps a record of all calls, including what time each call was made, where the call was made from, and who and where the call was made to. The log can be searched and filtered, and its records can be exported to files for review in applications such as Microsoft Excel. iVENCs also provides an optional built-in call recorder, with the option to record the audio of all calls made and received, providing a log of precise and accurate data for auditing and review purposes.