

911 Services

ENA SmartVoice's 911 services enhance security and save time in crisis situations by sending critical information simultaneously to your public safety answer point (PSAP) and your on-site local support and security personnel.

Accelerate Internal Emergency Response

911 Notifications

With ENA's 911 notifications, you can respond as quickly and efficiently as possible by immediately alerting safety personnel and leadership to an emergency situation with automated notifications.

How it works:

- Anytime anyone in your organization places an emergency (911) call, designated staff are immediately notified via email with the exact time the call was made, the extension or line that made it, and current location information associated with the extension
- Once the 911 call is complete, a second email notification is sent detailing the duration of the call, which helps identify potential misdials versus true emergency calls
- Automated 911 notifications can be set up organization-wide or on a site-by-site basis depending on your preference

911 Service Benefits

- Accelerate internal emergency response
- Better direct emergency responders
- Immediately notify personnel when 911 calls are placed
- Save valuable, critical time
- Meet regulatory demands

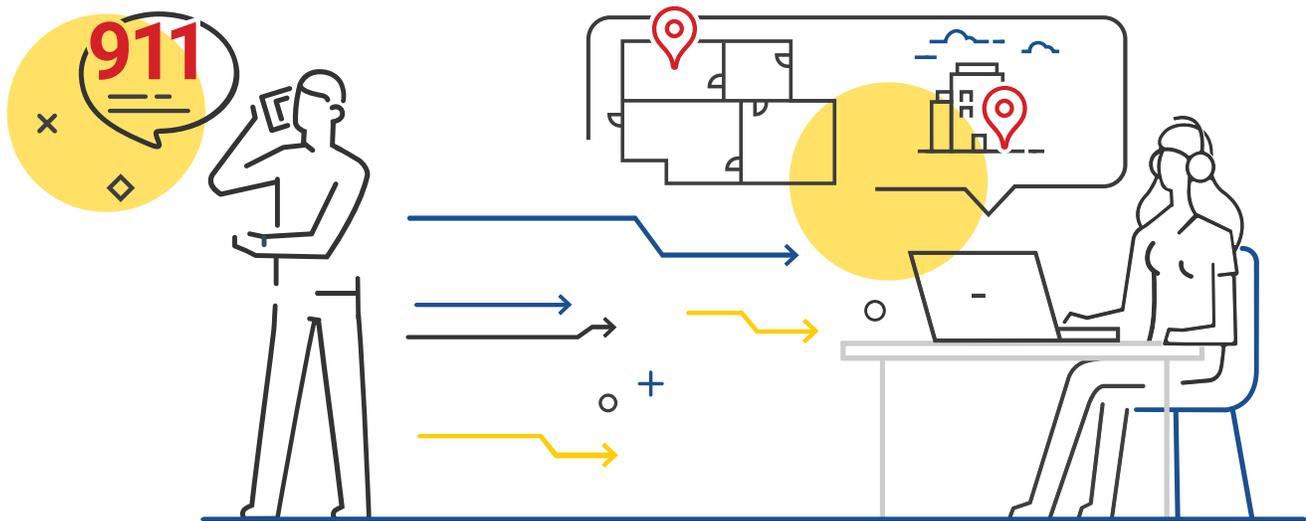


Deliver Greater Location Accuracy to Local Dispatchers

Pinpoint 911

911 dispatchers must be able to quickly identify the true location of emergency callers to rapidly respond. But for traditional 911 callers in a school or office building, multi-building complexes, or where a phone system is shared between multiple locations, it can be difficult for first responders to identify which building, floor, or room 911 calls are placed from.

ENA's add-on pinpoint 911 service feature solves this problem by leveraging Direct Inward Dial (DID) numbers to provide more granular location information, like the specific room number, to the PSAP, ensuring local emergency personnel are dispatched to the correct physical address and location every time.



To discuss ENA SmartVoice's 911 services, connect with ENA sales by scheduling a no-obligation communications consultation.

[Book a Consultation](#)

ENA SmartVoice is fully compliant with Kari's Law and Ray Baum's Act, two new federal laws that set standards for enhanced emergency calling (E911). Read ENA's full statement and compliancy actions at ena.com/e911compliance

CONTACT US TODAY!

For more information about ENA SmartVoice, contact your ENA account service manager or visit our website at www.ena.com.

ENA delivers transformative connectivity, communication, cloud, security, and data analytics solutions supported by exceptional customer care. For more information, please visit www.ena.com, call 866-615-1101, or e-mail info@ena.com.

99% Customer Satisfaction Rating 8 Years in a Row

90 World Class Net Promoter Score

