

ASAP to PSAP

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Product Catalog Info

Product Code:

SUS-MCS-ASAP TO PSAP

Product Description:

MCS ASAP to PSAP Module Maintenance & Support

<https://boldgroup.lightning.force.com/lightning/r/Product2/01t6g000005SKYgAAO/view>

Knowledge Base

Knowledge Base Articles including "Event Categories - ASAP to PSAP"

<https://securityandalarminternalkb.knowledgeowl.com/help/asap-to-psap>

Pre-Requisite Document

n/a

Supplementary information

Description

Automated Secure Alarm Protocol (ASAP)

Public Safety Answering Points (PSAPs)

What is the purpose of ASAP to PSAP?

ASAP to PSAP stands for the Automated Secure Alarm Protocol to the Public Safety Answering Point, a system that electronically transmits alarm information from a monitoring company to a 911 dispatch center.

Effort and Process

On Prem

The installation takes approx. 2 hours prep then 1 hour customer meeting

process is same as hosted

Hosted

The installation takes approx. 2 hours prep then 1 hour customer meeting

This is one of the last tasks (after SaaS and PaaS go live)

PM to set up a meeting with TMA (Details [TBC]), the customer and Infrastructure Team.

1) 2 hours of prep work

2) Call with TMA the customer and Infrastructure Team.

Questions for the Customer

Question = n/a

Dependency - Customer needs a TMA account and TMA will provide the customer with a CSID (Central Station ID)

Dependency - TMA will communicate requirements, e.g. data consistency

Training

n/a

