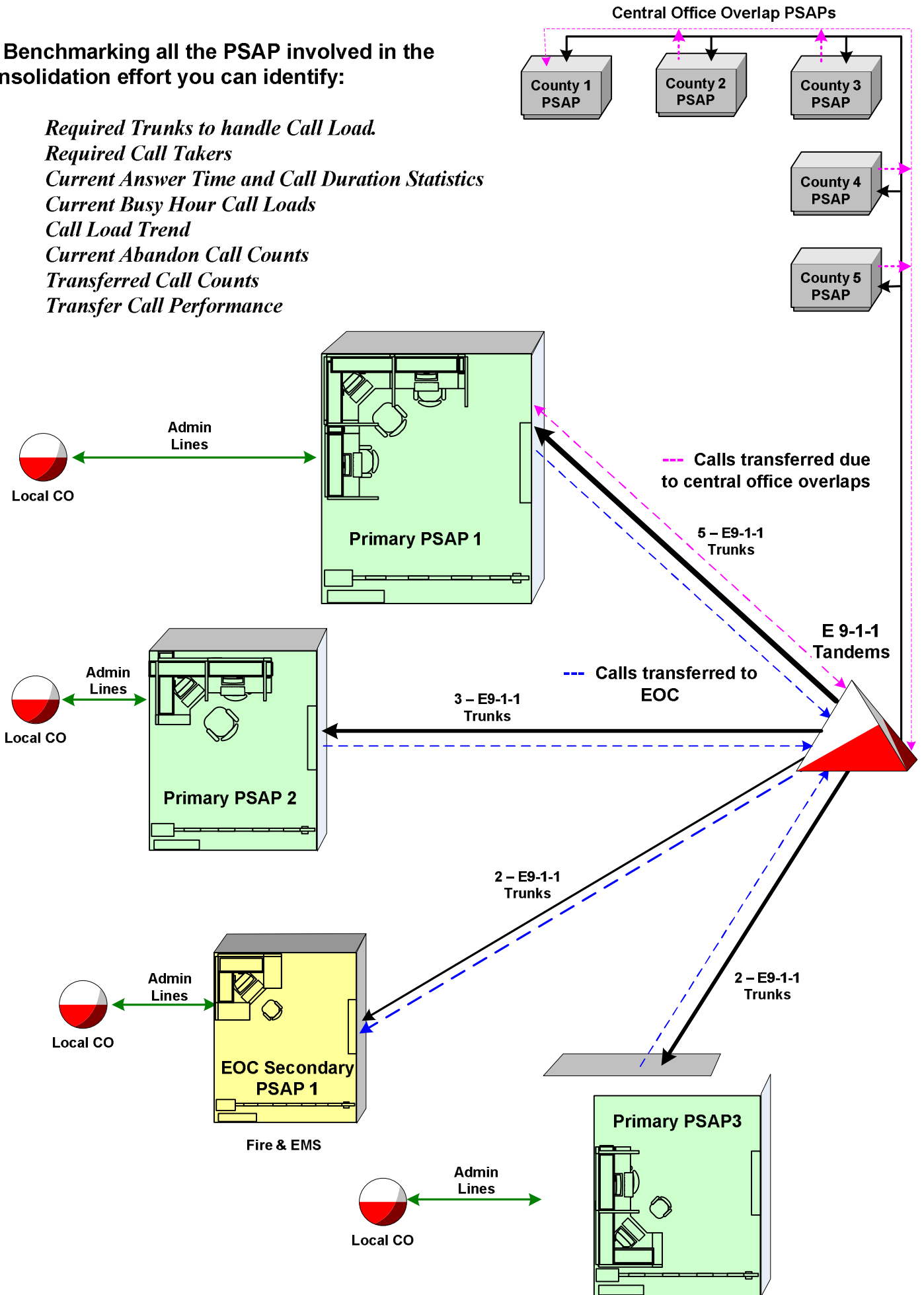


Pre-Consolidation PSAP Configuration

By Benchmarking all the PSAP involved in the Consolidation effort you can identify:

- Required Trunks to handle Call Load.*
- Required Call Takers*
- Current Answer Time and Call Duration Statistics*
- Current Busy Hour Call Loads*
- Call Load Trend*
- Current Abandon Call Counts*
- Transferred Call Counts*
- Transfer Call Performance*



Post Consolidation PSAP Analysis

Validate Consolidation performance by comparing Benchmarks with new configuration:

- Validate there are enough Trunks to handle Call Load.*
- Validate Required number of Call Takers*
- Validate Current Answer Time and Call Duration Statistics*
- Identify Current Busy Hour Call Loads*
- Identify Current Abandon Call Counts*
- Validate Transfer Call Performance*

