


PERFORMANCE ALERT

***** **Silent Call/DTMF Tone Detection** *****

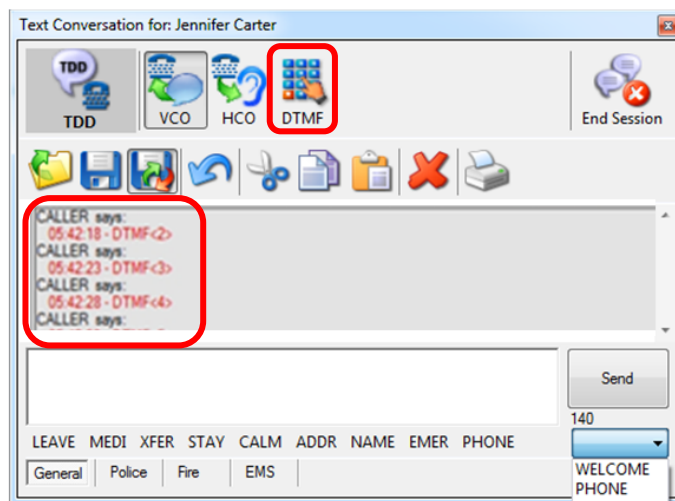
When handling a Silent Caller you will need to use the TDD tool to see what digits the caller is trying to communicate to you. When a caller is not able to verbally speak you will process as a silent call.

DTMF Tone Detection – Silent Call Processing

When a call is received, with no verbal communication, you will:

1. Offer two (2) verbal “Welcome” messages (Auto Greeting, if used, counts as 1)
 - a. No reply from the caller, treat as a **Silent Call**
2. Click the **TDD** button, click the DTMF button  and verbally advise the caller, using the verbiage required in your PSAP, for example
 - a. “If you need the Police Department press **1**”
 - b. “If you need the Fire Department press **2**”
 - c. “If you need an Ambulance press **3**”
 - i. If the caller gives a respond, continue asking “closed end” questions
 1. Asking the caller to press “**4**” for yes and “**5**” for no
 - d. When the caller presses a number on their telephone keypad (if using a touch tone phone), the number it represents is presented in the TDD window.

You are not able to hear any tones through the handset.



- e. If no response, click the DTMF button to close
3. Test for TTY

- a. Send the "Welcome" message, if no reply, send a 2nd "Welcome" message
 - i. Caller responds, process the call following TTY process
 - ii. Call has been handled and the caller has hung up
 1. Click OK in the pop-up box
 2. Click the Release button

Please continue to contact the FERC with any system issues

August 4, 2016

Version 1