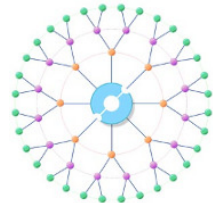# Incident Management Conferencing

The XOP Networks **Incident Management Service** allows you to monitor and coordinate groups of conferences from a browser-based management station.

Use your web browser to *simultaneously* interact with <u>multiple</u> conference rooms.

• Listen to the audio from ***multiple*** conference rooms • Speak to *one or more* conference rooms ***simultaneously***	

Key Features and Benefits

Feature	Benefit
Manage multiple conferences <u>simultaneously</u>	• Listen to one or more groups • Speak to one or more groups • Choose any combination of listen or speak • Coordinate actions among separate groups • Monitor groups of conferees
Multiple station managers	Multiple managers can coordinate groups at together
Browser-based	Use your browser to operate the system. No software downloads or plug-ins are required. No need to use a desk phone or cell phone.
Multiple Connection Types	• PSTN, VoIP, and Web based calling • Dial-in and Dial-out conferencing
Consultation Calls	While monitoring a group of conferences, make a private consultation call with a third party. If needed, add this third-party to one of the conference rooms.
Secure	Both signalling and media are secure. Signalling uses standard https. Audio to the browser is fully secure, using Secure RTP (sRTP).

Sample Use Cases

- **Work Group Managers**
  - *A manager of a complex project can listen to sub-contractors discussing the project, and supply summary advice to one group, without interrupting any other group.*
- **First Responders**
  - *A manager of ten groups of fire fighters can listen to all ten groups and coordinate actions and resources.*
- **Mediators**
  - *A mediator can listen to two groups of people discuss an issue and suggest solutions, without each group speaking to the other.*

Learn more

Call us at 972-590-0200. For more information, please visit:http://xopnetworks.com