



smarter 9·1·1

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# **PSAP 10 digit Administrative Training Instructions**

ECaTS – Emergency Call Tracking System



1. Logon to <http://ca.ecats911.com>
2. Enter your user name and password

## User Log In

 **User Name:**

 **Password:**

Remember Login

[Forgot Password ?](#)

3. Select the AdHoc button on the top left



4. Create a name for your AdHoc Report

**Name**

5. Create a description for your report

**Description**

6. Enter in a specified date range

**Report Date Range**

 to  

7. Pick a PSAP

Select Psaps:

<input type="checkbox"/>	El Dorado County Sheriff
<input type="checkbox"/>	El Monte PD
<input checked="" type="checkbox"/>	Elk Grove PD
<input type="checkbox"/>	Emeryville PD
<input type="checkbox"/>	Escalon PD

8. Select your filter parameters

- a. Select Call ID – Select “OTHER”
- b. Select Line number

**Call Details**

<input type="checkbox"/>	ANI	<input type="text"/>	
	Answer Seconds	Exclude <input type="text"/>	
	Duration Seconds	Exclude <input type="text"/>	
	Hold Seconds	Exclude <input type="text"/>	
	Queue Seconds	Exclude <input type="text"/>	
	Release Seconds	Exclude <input type="text"/>	
	Ring Seconds	Exclude <input type="text"/>	
	Talk Seconds	Exclude <input type="text"/>	
	Abandoned	Exclude <input type="text"/>	
	Call Type ID	Other <input type="text"/>	
	External Transfer	Exclude <input type="text"/>	
<input checked="" type="checkbox"/>	Line Number	<input type="text"/>	
	Route Number	Exclude <input type="text"/>	
	Transferred	Exclude <input type="text"/>	
<input type="checkbox"/>	Transfer Number	<input type="text"/>	

9. Select your output

**Output Options**

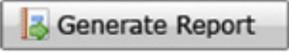
HTML  DISTINCT ROWS

Excel

CSV  ROW COUNT

10. Run Report

**Generate**



11. Save Report (OPTIONAL)-



SAMPLE REPORT:

Seizure DateTime	CallTypeID	Line Number
11/1/2010 12:01:08 AM	Other	175
11/1/2010 12:07:05 AM	Other	154
11/1/2010 12:07:50 AM	Other	175
11/1/2010 12:08:20 AM	Other	175
11/1/2010 12:08:44 AM	Other	175

# Help Desk/Email Support

**Help Desk #:** (888) 725-8099

**Email Support:** [support@ecats911.com](mailto:support@ecats911.com)

As part of its service, Direct Technology monitors all aspects of the application including data collection and transfer points, the health of our PSAP buffer boxes, the health of our databases, web services, etc. If any errors are detected at any level of the application, a Trouble Ticket is placed in the database and appropriate resources are immediately allocated to the correction of the issue. If there is an immediate need for assistance, please call our Helpdesk 24/7.