

Introducing Eclipse 1.4

What's New in Eclipse: Staffing Module

Easily **Optimize** Staffing Levels

Determine, with just a **few clicks**, the ideal number of Telecommunicators you should schedule to work at any given day and time of the week. **Reduce overtime and staff burnout**, while **remaining compliant with your PSAP's call service level standards**.

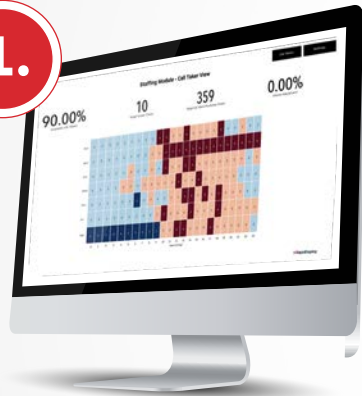
Forecast Call Compliance

Easily visualize the service level that your PSAP can achieve when only a certain number of Telecommunicators are available. By entering the number of call-takers available per shift, you can **discover how often you'll be able to hit your call service goals**.

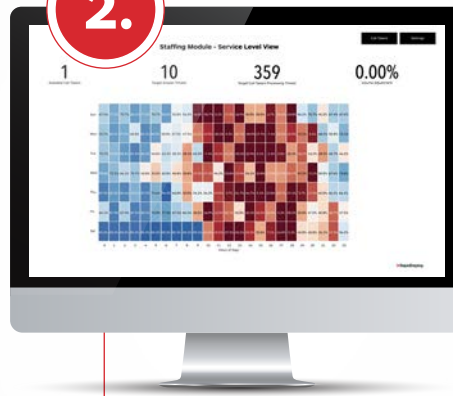
Make **More Accurate** Predictions

Make forecasts based on real-life. Understand how service levels are impacted as changes in the PSAP happen. **Easily forecast compliance as your PSAP's call volume changes, and determine your ideal staffing when this happens**.

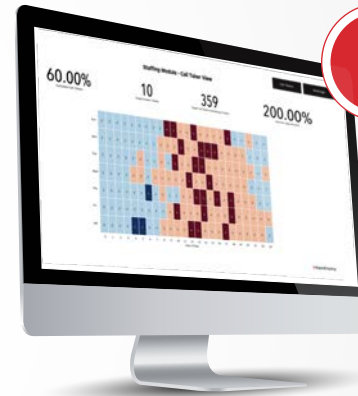
1.



2.



3.



CASE STUDY

A PSAP Supervisor faced several challenges managing the schedules of her PSAP. On Mondays, she found that the PSAP was overstaffed, and on the weekends Telecommunicators were working overtime and struggling to handle the high call volume. With Eclipse's Staffing Module, she could now see that in peak call days 4 Telecommunicators were needed, while on Mondays 2 Telecommunicators could handle the job to remain compliant with call service level standards. The supervisor can optimize staffing levels accordingly and reduce burnout by assigning the ideal number of Telecommunicators to each shift.

A PSAP has only one Telecommunicator available to work on Sundays between midnight and 8:00 A.M. Using Eclipse's Staffing Module, the PSAP Director can now see that even with only one Telecommunicator working on Sundays, it's possible to hit the established goal of 10 seconds answer time 90% of the time. The PSAP Director was able to stay on budget and avoid overstaffing without compromising service.

A PSAP was damaged by a wildfire. All 9-1-1 calls were diverted to a neighboring PSAP. This re-routing caused the PSAP to double its normal call volume. With Eclipse's Staffing Module, the PSAP Supervisor could predict that compliance service levels would drop 30% if she didn't adjust the staffing levels. To meet the standard of 90%, the PSAP needed to staff 3 more Telecommunicators. This data was presented to the local authority and extra funding was granted to hire the required Telecommunicators.

Click [here](#) to learn more about the new features of **Eclipse 1.4** and activate this functionality for your PSAP.

