Total Response Call Handler

Welcome to the Total Response Call Handler module training course where you will learn to navigate and use the Total Response Call Handler software. This course is divided into six modules. After watching the instructional video on each topic, you will take a knowledge check to confirm your understanding of the material. The content in this course builds upon the essential PowerPhone call handling skills you learned in the Foundation course.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Navigate the Total Response Call Handler module and identify key features by name.
2. Explain how protocols and procedures bring consistency to the call handling process.
3. State the PowerPhone call handling sequence in order of operation.
4. Define the word constant and explain how it relates to the information gathering process.
5. List the three basic navigation symbols used in Total Response and explain their meaning.
6. Switch between keyboard and mouse navigation modes.
7. Explain how to interpret the response advisor and how to update responders when new call information is collected.
8. List the four types of answer details and explain the purpose of each type.
9. Describe the multi-select process for keyboard and mouse navigation modes.
10. Define the term guided flexibility.
11. Explain at which stage in the call process a dispatch decision must be made.
12. Explain when a call for service can be closed.

Overview

- Module 1   Getting Started with Total Response
- Module 2   User Interface
- Module 3   Navigation Elements & Conventions
- Module 4   Keyboard & Mouse Navigation

- Module 5   Script Elements
- Module 6   Call process overview and example motor vehicle accident call
- Final Quiz

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 4.0 CEU.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)