



Advanced Call Logging, Analysis & Reporting of All Vital Call Information

Allerium Analytics

Public Safety Answering Point (PSAP) management demands efficient analytics to optimize operations and meet compliance requirements. Allerium Analytics delivers complete data logging, tracking, and reporting—all seamlessly integrated with the Allerium Emergency Call Management platform—ensuring every call is captured and transformed into actionable insights for analysis, reporting, and training.

Trust Advanced Call Logging & Tracking

Analytics simplifies the process of capturing and tracking call data. Leveraging the i3 call logging capabilities built into the system, every call is assigned a unique identifier that details each step of the caller's journey. This innovative, flexible interface makes it easy to gather, view, and share a wealth of information, empowering PSAPs to gain deeper insight into the caller experience.

Rely On Secure Data Protection

Analytics is built with robust security at its core. With strict user permissions, encryption at rest and in transit, and multi-factor authentication—backed by AWS secure hosting in the U.S. and Canada—your critical call data remains fully protected, ensuring compliance and peace of mind.

Built On Next Generation AI/Machine Learning Technology

Harnessing the power of Artificial Intelligence (AI) and machine learning, Analytics transforms raw data into strategic insights. This cloud-based solution empowers PSAP administrators to uncover hidden trends, identify anomalies, and predict future call patterns—enabling data-driven decisions that streamline operations and enhance resource management.

Simplify Reporting

Analytics offers customizable dashboards and comprehensive reports that distill key statistics into a clear, visual format. Users can apply filters to focus on specific data points and generate tailored reports designed to meet the unique needs of each PSAP.

This flexible reporting framework simplifies data analysis and facilitates the sharing of invaluable insights with management. Some of the reports that can be generated include:

Emergency / Admin calls by:

- » Hour
- » Day
- » Week
- » Month
- » Year

Agent Reports

- » Agent Performance – Call Distribution
- » Agent Performance – Grade of Service

Standard Reports

- » Emergency Calls
- » Average Call Duration
- » Call Answer Time
- » Call Detail
- » Call Distribution
- » Call Transfer Details
- » Emergency Abandoned Calls
- » Emergency Caller Ring Time Range
- » Emergency Calls Answered

Over/Under 10s

- » Emergency Calls
- » Emergency Class of Service
- » Emergency PSAP Grade of Service
- » Emergency Speed of Transfer
- » Emergency Top Calling Number

Report

- » Incoming Call Answer Time
- » Single Call Trace
- » Text Messaging

Dashboard Reports

- » Emergency Dashboard
- » Emergency Report by Period

Dashboard

- » Report by Hour Dashboard
- » Report by Day Dashboard
- » Report by Week Dashboard
- » Report by Month Dashboard
- » Report by Year Dashboard

Allerium is a trusted leader in mission-critical connections.

For over 40 years, we've delivered reliable, life-saving solutions that empower public safety professionals and essential service providers to act with confidence – when every connection counts.

Guided by integrity, innovation, and deep expertise, our configurable technologies help build safer, more connected, and more resilient communities.

Learn more at allerium.com