

## Section 6.12: Abandoned Calls

This window is found in a tab underneath the Dial Directory Toolbar. This window displays all abandoned calls that have not yet been called back. Abandoned calls are 911 calls that are received but the caller hangs up before the dispatcher is capable of answering the call. Since we are a secondary PSAP, we will not see this often, but it is possible. This would be due to the use of a different kind of transfer on behalf of the primary PSAP where they would transfer the call before making contact with the caller. If the caller disconnected before a dispatcher answered the line, the call would present as an abandoned call.

On our consoles, there are two areas you will see that we have an abandoned call. If you have an abandoned call, you will hear a low chiming every 10 seconds.

1. Abandoned Calls window – a red circle with a number will appear next to the window tab.
2. Priority Abandoned Callback button – a red circle with a number will appear in the upper right hand corner.

The numbers will match the number on your abandoned callback button and window. These numbers indicate how many abandoned calls you have.

How to callback a priority abandoned number:

1. Select the Priority Abandoned Callback button which will call back the highest priority abandoned call (aka, the longest waiting call) **OR**
2. Open Abandoned Calls window, go to the Queued tab, and select a line and hit dial or double click a line. Calling back from this option allows you to choose which number to call back, but our agency is required to call the longest waiting call.

Navigating the Abandoned Calls window:

1. There are two buttons labeled “Queued” and “Called” on the opened window which will take you to different lists of calls.
  - a. The queued button will refer to all abandoned calls you have waiting to be called back.
  - b. The called button will refer to the abandoned call you have called back. Calls move from queued to called.
2. On the lists, you will have information available about the call(s):
  - a. Indicator for the type of call.
  - b. Date/Time the call came in.
  - c. CPN (phone number).
  - d. Location (if available).
3. By selecting a line on the list, you can dial the number or view in the CID.
4. Double clicking a line will call that number.
5. If a previously abandoned caller has called back before we make contact, the system will recognize their number. Therefore, the number of waiting abandoned calls will decrease and the call will move from the queued to the called section on the Abandoned Calls window.



#### Handling an abandoned call:

1. If you realize you have an abandoned call, you need to call back the number.
2. Once you connect with the caller, let them know who you are, what agency you are with, and that you received a 911 call from their number. Ask them if there is an emergency, and if so, determine their location. From here, proceed with the call as a normal 911 call.
3. If you do not get an answer from the caller, you need to attempt three times to get a hold of your caller.
4. If after the third time you cannot get a hold of the caller due to disconnections or it continues to go to voicemail, call UPD and tell them you received an abandoned call and cannot get a hold of your caller. Provide them with the number and any information you have. This information should pertain to anything in regards to the calls being disconnected or going to voicemail and that you are unaware of the emergency status of the caller. You are requesting that UPD help investigate the status of the caller to determine if anyone is in distress.
5. As for the crew, you are not to tone them out unless you have confirmed at a minimum that the scene is safe and they are indeed proceeding to a medical call. Otherwise, if you receive an abandoned call, you can inform your crew that you are working to call back the caller to determine if there is a request for service. This is not a tone out and you are not sending your crew anywhere.
6. If your caller calls back, treat the call as a 911 call. Confirm the number by both asking the caller what their phone number is during your entry questions and by looking at ANI/ALI to make sure the numbers match. When you have time, let UPD know that you have made contact with your caller if UPD is unaware of the caller's status.