



Section 6.14: Agents Window

This window is found in a tab underneath the Dial Directory Toolbar. This window lists all call takers that are logged into our agency and Brazos County 911, and lets you place calls to these call takers.

For training purposes, this window also allows a CTO to monitor a cleared DIT's calls by selecting the DIT's name in the window and selecting "Monitor". While the DIT takes calls on one terminal, the CTO can monitor from the second terminal. While the CTO is monitoring, their terminal will remain "Not ready". If the CTO needs to respond to multiple alarms, they must unselect "Monitor" or select "Ready" to place their terminal in-service and answer a call.