



## A Law Enforcement Body in Gujarat Utilized Matrix Hybrid Communication System to Address Telephonic Complaints from Citizens.

### Case Study

#### **Application:**

Hybrid Communication System,

#### **Industry:**

Government

#### **Products Offered:**

- Matrix ETERNITY GENX12S: PBX Server
- Matrix SPARSH VP510E: Standard SIP Phone
- Matrix VARTA: Unified Communication Client

#### **Location:**

- Gujarat

#### **Client Overview:**

Our client, a Law Enforcement body in Gujarat, is vital in maintaining the city's security and order. As the central hub for law enforcement, it features state-of-the-art facilities and an efficient organizational structure for rapid response to security challenges. This establishment coordinates various enforcement departments to ensure citizen safety. By integrating advanced telecom solutions, the body aims to streamline communication, enhance operational efficiency, and improve responsiveness in safeguarding the city.

## Challenge:

For a law enforcement body, swift response and grievance redressal are crucial. The ability to dial an emergency number and register complaints increases the reliance on the communication system. However, the previous communication solution had several issues:

- **Missing missed calls:** Missed calls were not recorded, leaving attendants unable to call back users—a critical issue for a law enforcement body.
- **Absence of IVR/Call Waiting:** If all the agents are busy on calls, simultaneously, and any user dials the '100' number for help, the call will be disconnected, instead of playing IVR till any agent is free.
- **Absence of Call Routing:** When users dialed '100', the call always went to the first agent, overwhelming him and leaving other agents idle. This reduced overall efficiency and responsiveness.

## Solution:

Matrix developed a Hybrid Communication system with mobility as an application for the law enforcement body. This solution specifically addressed issues faced by citizens dialing '100' to contact the control room, aiming to improve response efficiency and effectiveness.

The System was deployed in the following manner:

- When a user dials '100', the call is routed through the ETERNITY GENX system to the control room, where an agent will address the call.
- If Agent 1 is busy, the ETERNITY GENX PBX system will route the call through the PRI line to another available agent or an open control room.
- If agents are too busy to answer, citizens dialing in can leave a voicemail.
- A report will be generated for all calls, addressing the issue of missed calls not being recorded.

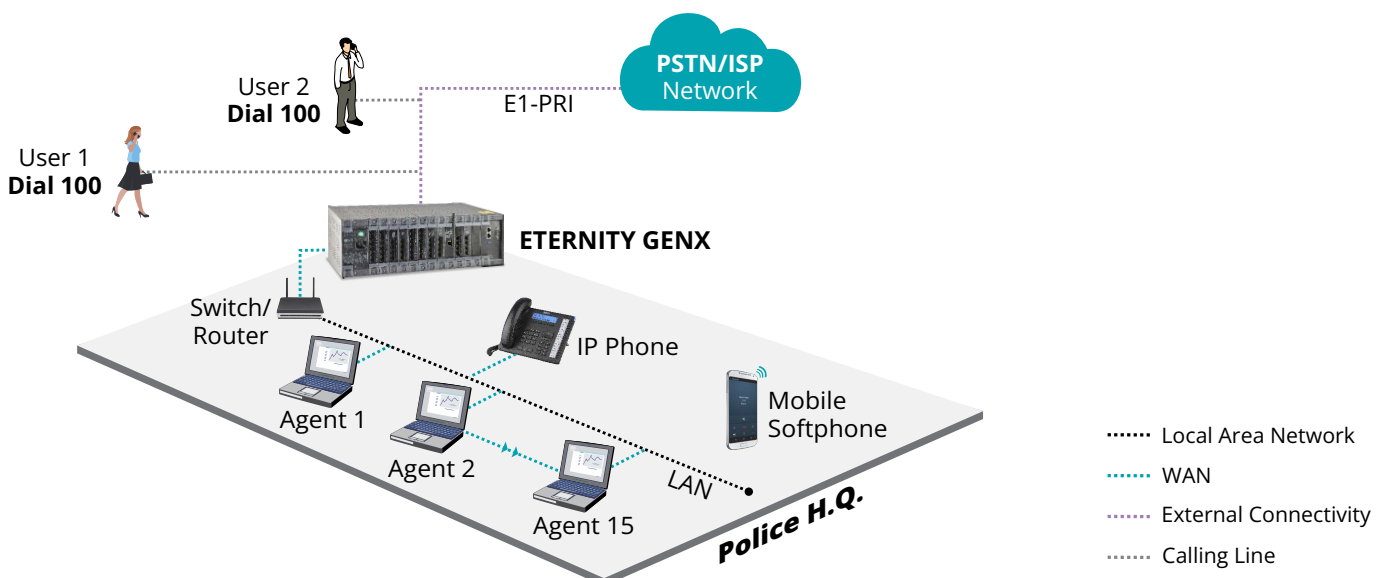
## Results:

The customer had previously relied on a third-party open platform for handling complaints, encountering numerous challenges. Upon implementing Matrix's Hybrid Communication system, many of these issues were effectively resolved on a case-by-case basis. For instance,

- **Collaboration:** The unified communication solution enabled smooth collaboration between headquarters and mobile staff through VARTA, ensuring continuous call transfer and reception for users without interruptions.
- **Operational Efficiency:** Efficient call routing prevented calls from being directed solely to one agent, ensuring distribution among agents and maintaining their overall efficiency.
- **Citizen Response Time:** Citizen response times significantly improved with increased responsiveness to calls, resulting in a drastic reduction in call response times.
- **Features Enabled:** The IVR system helped reduce response times, and missed calls were now logged in the PBX system. This addressed the issue of missed call incidents effectively.

The citizen response times have decreased, and operational efficiency has improved due to effective call routing. Matrix's Hybrid Communication system, allows the enforcement body to promptly address citizen grievances.

## Application Diagram



## About Matrix

Established in 1991, Matrix is a leader in Security and Telecom solutions for modern businesses and enterprises. As a technology-driven, and customer-focused organization, the company is committed to keeping pace with the revolutions in the Security and Telecom industries.

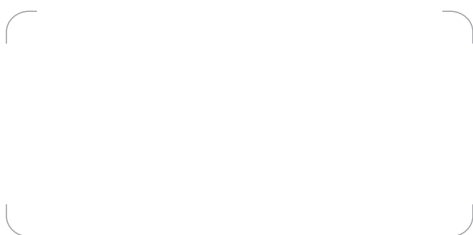
With around 40% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like Video Surveillance Systems – Video Management Systems, Network Video Recorders and IP Camera, Access Control and Time-Attendance Systems as well as Telecom Solutions such as Unified Communications, IP-PBX, Universal Gateways, VoIP and GSM Gateways and Communication Endpoints. These solutions are feature-rich, reliable, and conform to international standards.

Having global footprints in Asia, Europe, North America, South America, and Africa through an extensive network of more than 4000+ channel partners, Matrix ensures that the products serve the needs of its customers faster and longer.

Matrix has ISO 27001: 2013, 20000-1 2018, 14001- 2015, and 9001: 2015 certifications for quality management standards. Matrix has also been awarded ZED Quality Certification, and DSIR Certification for indigenous R&D and Manufacturing. Matrix has gained the trust and admiration of customers representing the entire spectrum of industries.



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