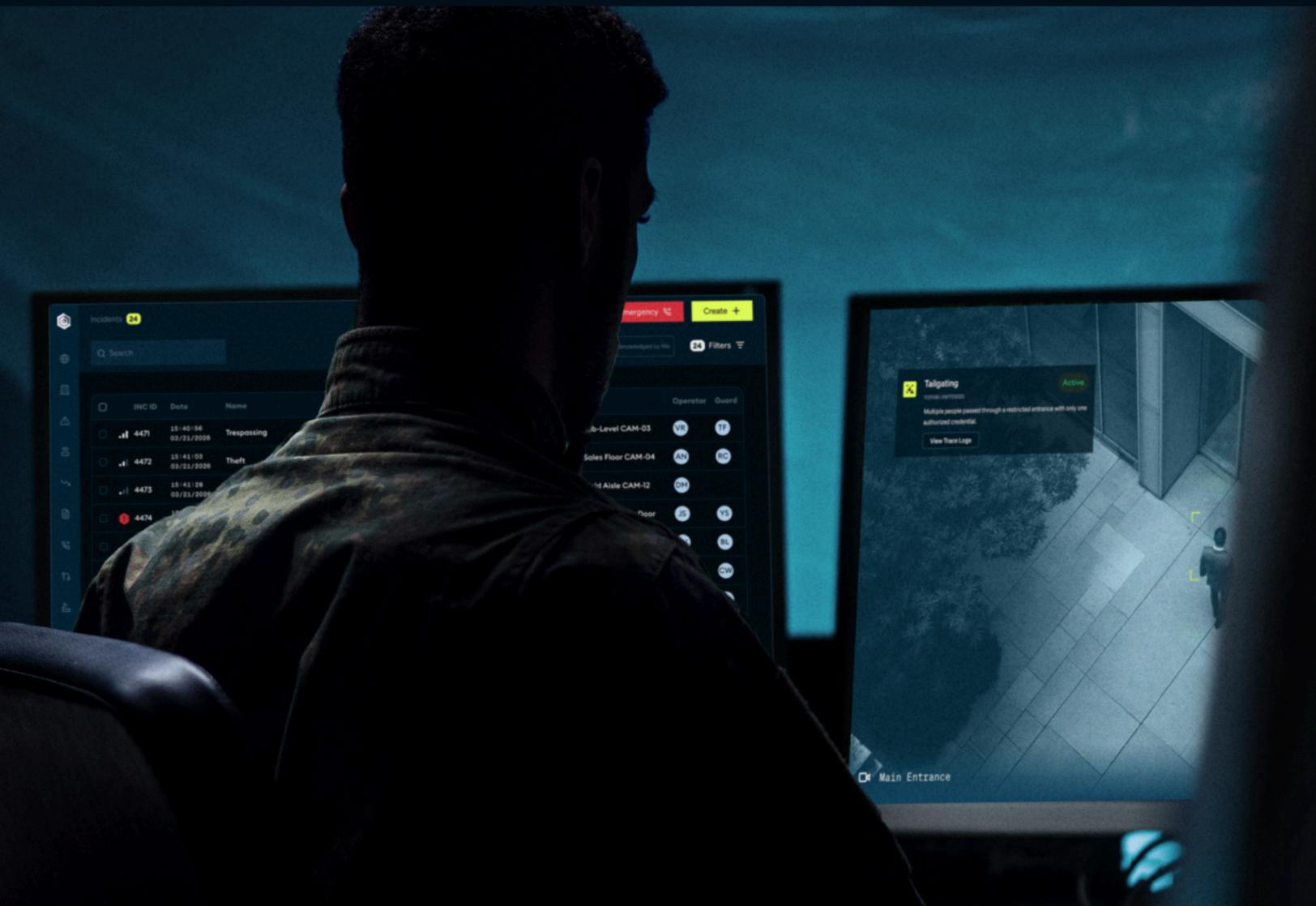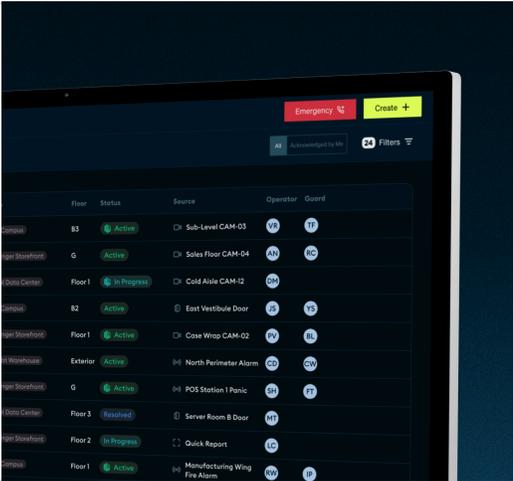# HIVEWATCH

Emergency Services Communications

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Emergency Services Communications is an add-on feature that gives operators the ability to directly call local 911 dispatch, relative to where an incident is happening, all within the HiveWatch platform.

Features and Benefits

- A configurable call-back number for emergency services in case of disconnection.

- HiveWatch automatically routes the call based on the incident address. Call appears as if operator is calling from the location where the incident is taking place.

- Access a historical log of emergency calls with the details (time of call, operator who initiated it, duration, facility where incident occurred).

- Option to call an emergency response number becomes available when an incident is created, whether automatically if your cameras or card readers are connected, or manually.

- HiveWatch platform remains available for use while a call is in progress, making it easier to provide real-time information to the emergency response team.