



Selection of methodology to answer telephone calls during a national emergency. The New Zealand Earthquake Commission is responsible for assessing damage and providing financial assistance during a major event. Existing systems were inadequate.

Consultel provided a design and assisted with the selection of suitable companies to provide the answering service. The system has redundancy for all systems and a free calling system with reporting of all calls.

Project Description

Project: Call answering centres for use during Natural Hazard Events

Location: New Zealand

Client: NZ Earthquake Commission

Total Project Value: US\$100,000

Start Date: January 1998

End Date: January 1999

Lead Company:

Associated Consultants: None

Key Features:

- Design and Build
- Technology advice
- Placement of the centres
- Reporting facilities for free calling services