

PRIORITY DISPATCH® ONLINE TRAINING COURSES

ProQA® SYSTEM ADMINISTRATION TRAINING

This course focuses primarily on the Paramount administration tool. We'll cover all aspects of configuration settings using this tool, including CAD communications/configuration, response configuration, user interface options, and Key Question sorting, etc. We'll discuss these in relation to whichever disciplines you're using (Medical, Fire, and/or Police). Finally, we'll take a brief look at ProQA reports.

Audience: Agency Supervisors, ProQA Administrators, and to some degree IT personnel

Type of Class: Instructor-led

Technical Requirements: Ability to view either a GoToTraining™ or Adobe Connect™ presentation via the internet

Length: Approximately 3-4 Hours

ProQA/AQUA® REPORTS TRAINING

This course explores many different aspects of our ProQA reports. We spend a great deal of time working with the various filtering techniques while students learn through hands-on practice using their VM and our training database. We generate reports and discuss the outcomes and implications for managers, supervisors, and trainers.

Audience: Quality Improvement/Training Staff

Type of Class: Instructor-led with a great deal of hands-on for students who will access CITRIX virtual machines (VM) hosted here at Priority Dispatch

Technical Requirements: Students must be able to access our CITRIX virtual machines (VM) containing ProQA while we present our software via GoToTraining or Adobe Connect

Length: Approximately 3-4 Hours

ProQA® TRAINING

The training is dynamic and has our students playing a calltaker role while the instructor acts as the caller. We use scenarios which are designed to expose software functionality. Students learn through actual use of the software and our training database in relation to the disciplines you're using (Medical, Fire, and/or Police).

Audience: Emergency Dispatchers

Type of Class: Instructor-led hands-on course in a demonstration-performance training environment (length based on number of registrants and protocols)

Technical Requirements: Students must be able to access our CITRIX virtual machines (VM) containing ProQA while we present our software via GoToTraining or Adobe Connect

Length: Approximately 3-4 Hours

AQUA® TRAINING

We explore all aspects of AQUA, play sample call recordings, and grade these calls together as a class. We take a brief look at AQUA reports.

Audience: Quality Improvement/Training Staff

Type of Class: Instructor-led hands-on course in a demonstration-performance training environment

Technical Requirements: Students must be able to access our CITRIX virtual machines (VM) containing AQUA while we present our software via GoToTraining or Adobe Connect

Length: Approximately 5-6 Hours