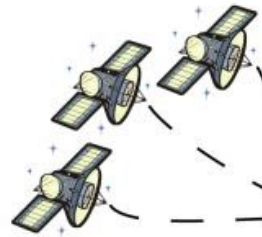




3rd Workshop with Service Providers eCall PSAP/SP Interface Definition

eSafety Support Office
Av. Louise 326, Brussels

Wednesday, 4 July 2007 from 10:30 to 15:30



Car in incident



Data-call to SP

Voice (112)

Data-call to 112



E-112
(CLI Location information)

Minimum set of vehicle data

Service Provider (SP)



Customer data
eCall customer data
eCall case data



Internet



1st Level
PSAP
Public/Private

To be defined and proposed

Additional value added data

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Why agree on a PSAP/SP interface

- Provide FSD to PSAP:s
- Allow for an alternative information flow from eCall enabled cars to PSAP:s
- Reduce risk for abuse with "human filter" (SOS button)



European situation

- OEM supplied eCall available in 14 countries (Volvo, BMW, PSA)
- Assistance companies (Car Clubs)
- Insurance companies
- Manned call-centers in between (UK only exception)
- SMS-based with data-over-voice fallback
- ~350.000 cars with eCall today
- Bundled services to facilitate business case
- Various PSAP interfaces (Voice, fax, mail and XML)
- Every OEM/TSP has its own local agreements



PSAP IT infrastructure and organization

- Present situation
- Centralized vs. de-centralized
- 1:st line PSAP's for eCall ?
- Technology level at the PSAP's
- Is there a European design trend ?
- Update plans in different countries etc
- Pan-European organization
 - PSAP expert group, EENA

Information content

- Is the FSD definition sufficient, what more information could be provided
- Level of details
- Information maintenance

High level technology discussion

- Push and /or pull
- IP adress or something else in MSD
- MSD car administration
- Interface (web services, XML-feed, RSS feed) ?
- Common website where PSAP´s read and SP´s is responsible for data population and maintenance ?
- Map data ?
- 112 use a pre-requisite (both manual and automatic ?)
- eCall or an ordinary regular mobile oriented 112, can the difference be noticed ?

Project definition

- Working Group
- Project organisation
- Who's doing what
- Expected outcome
- Time frames
- Pilots and demonstrations, FOT
- Possible involvement of standardization bodies
- Receivers of our work
- Meeting plan



- 1 single point of voice access
- 1 single point for data
- MSD capable (minimum set of data)

Solution: Voice and data routed automatically to Inverness

Extra data available at Customer Service Center



- 387 "Carabinieri" stations
- Manned call center
- Location based service with closest PSAP
- Continuous data base maintenance