

In Brief: Wash. first U.S. state with '211' calling

July 14 2006

Washington is the first state to wrap multiple call centers together into a single call-and-data management system that may be accessed by dialing 2-1-1.

UCN said Friday it had supplied the software and telecom services for the "WIN211" system that will link together more than 30 organizations, including state and local agencies and public-service organizations such as the United Way in a one-stop network.

UCN Executive Director Tom Page said in a news release that the project called for linking eight call centers that use different internal systems, and supplying access from home for officials and experts whose input might be required on short notice or in an emergency.

The project was based on UCN's InContact system, and was brought on line in a relatively short 10-month period.

Copyright 2006 by United Press International

Citation: In Brief: Wash. first U.S. state with '211' calling (2006, July 14) retrieved 24 April 2024 from <https://phys.org/news/2006-07-state.html>

This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is

provided for information purposes only.