



# VESTA 9-1-1

## TECHNOLOGY THAT CONTINUES TO INNOVATE

The VESTA® 9-1-1 solution helps Public Safety Answering Points take the crucial first step toward integrated, multimedia communications. And it protects their investment in this time of rapid technological change.

# AS PUBLIC SAFETY TECHNOLOGY EVOLVES, SO DOES VESTA 9-1-1

To meet the ongoing Public Safety technology changes, you need technology that can endure the changes ahead. At Motorola Solutions, we create smarter ways to help PSAPs keep their communities safe. One way is with the VESTA 9-1-1 solution for Next Generation 9-1-1 (NG9-1-1) call handling. Learn why so many PSAPs trust this powerful and flexible VESTA® offering.



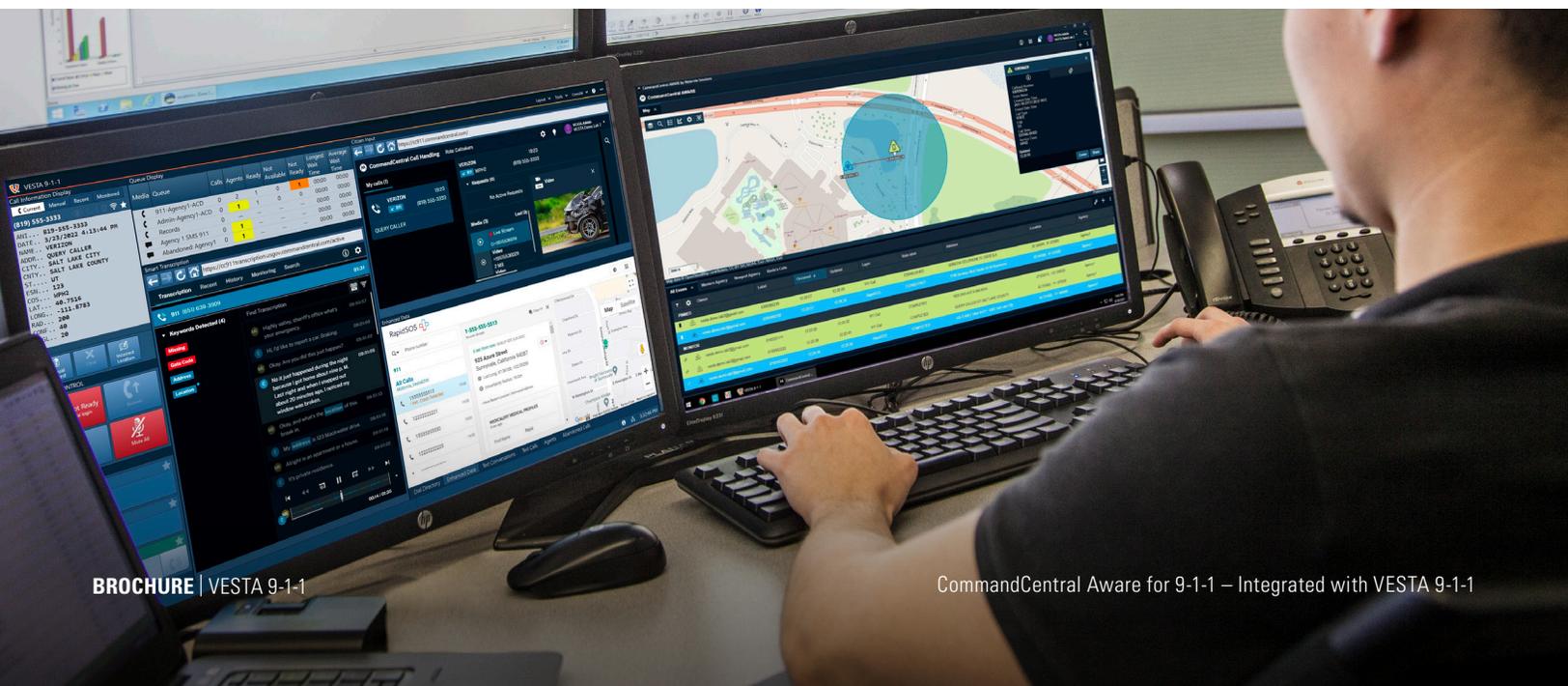
CommandCentral Smart Transcription, CommandCentral Citizen Input, CommandCentral Aware for 9-1-1 and VESTA 9-1-1 Outbound Text are cloud-based services for the VESTA® 9-1-1 on-premise solution that provide PSAPs new functionality to better serve citizens. Smart Transcription automatically transcribes and translates the audio from a 9-1-1, non-emergency or administrative call into a searchable text transcript. PSAPs save time and increase efficiency as they verify caller information and monitor calls in real-time and store transcripts for post-call analysis.

With Citizen Input, PSAPs gain a controlled approach for receiving and managing visual content from citizens, such as streaming video

pictures through the integration with VESTA 9-1-1 and CallWorks or with standalone capability to use with a CAD system or Real Time Crime Center.

With CommandCentral Aware for 9-1-1, the integration of two mature and trusted products, VESTA 9-1-1 and CommandCentral Aware, PSAPs have a visual gateway to data, beyond location, in real-time from one map.

VESTA 9-1-1 Outbound Text offers telecommunicators the capability to initiate two-way text conversations with any mobile caller who is having difficulty speaking to the PSAP along with access to details about the caller's health and location to improve the speed and accuracy of the response.





## CUSTOMIZE THE DESKTOP TO YOUR NEEDS

At the heart of VESTA 9-1-1's is a configurable desktop user interface (UI) that gives telecommunicators a rich, intuitive user experience. The UI hosts multiple layouts and workflows to manage voice calls and integrated Text-to-9-1-1 messages.



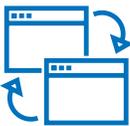
## SEE VOICE AND TEXT-TO-9-1-1 CALL DETAIL

A Queue Display on the UI shows voice and Text-to-9-1-1 queues and their related data. This includes the number of telecommunicators logged in, their status, the number of calls in queue and average wait times. Thresholds can be set, with visual and audible alerts configured at three levels (High, Medium, Low).



## BENEFIT FROM ADDED DATA CONTENT

The optional Enhanced Data Window supplies additional life-saving data to increase situational awareness and help call takers better assist 9-1-1 callers. Data provided includes real-time accurate location data as well as supplemental data from over 400 million connected devices through the RapidSOS portal.



## ADAPT QUICKLY TO CHANGES

PSAP supervisors quickly adapt to changing operational requirements by configuring applications, information and workflows for each telecommunicator role. Between this centralized administration and the ability to partition resources and users into agencies, 9-1-1 budget owners also have leverage for investment consolidation.



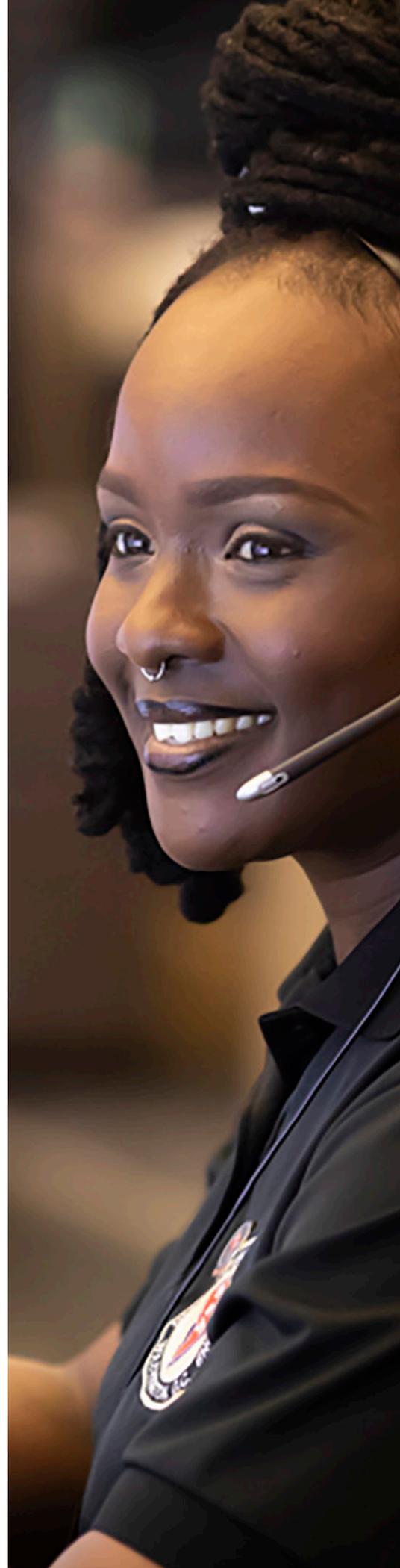
## ENHANCE PRODUCTIVITY

The Automated Abandoned Callback feature automatically returns abandoned calls and gives recipients the option to be directed to dispatch for help or to report assistance is no longer needed. The Queue Selector feature will route a call to another ACD queue based on a caller's response to a voice prompt, ensuring calls are where they need to be. The Queue Display feature allows telecommunicators to view, at-a-glance, the status of their voice and text queues and receive visual and audible alerts, when threshold conditions are met, to proactively manage 9-1-1 call volumes. These allow the focus to remain on the handling of true emergency calls.



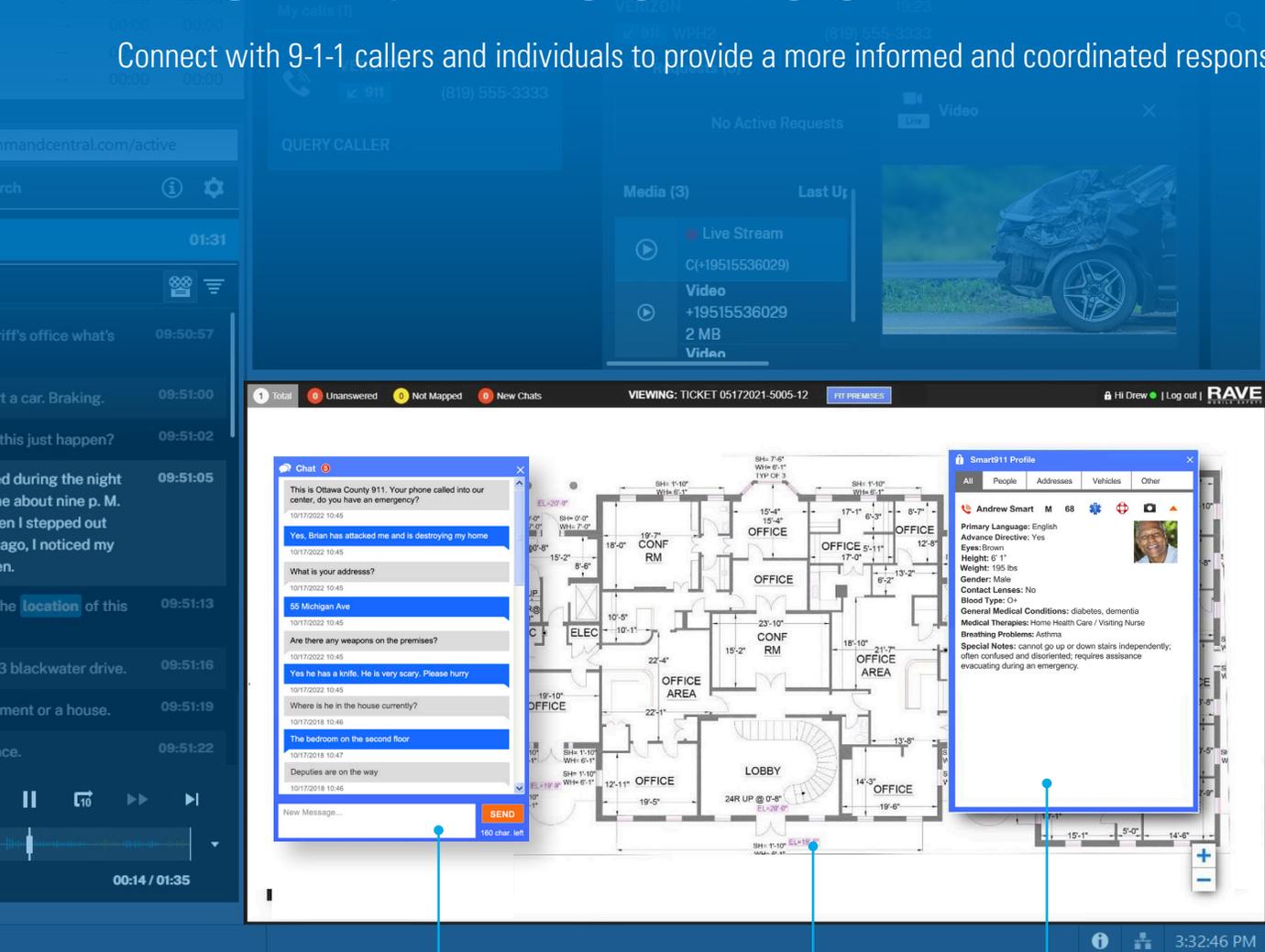
## GAIN FUNCTIONALITY WITH IP

The solution's purpose-built Internet Protocol (IP) softswitch delivers uninterrupted SIP telephony. This includes IP voice support on Emergency Services IP Networks (ESInets), using Request for Assistance Interface (RFAI) protocol. It also supplies advanced telephony functions like Automatic Call Distribution (ACD) and dynamic conferencing.



# VESTA 9-1-1 OUTBOUND TEXT

Connect with 9-1-1 callers and individuals to provide a more informed and coordinated response



## OUTBOUND TEXT

Initiate two-way text conversations with any mobile caller who is having difficulty speaking to the PSAP. Request the caller's location for instances like welfare checks or when an individual wants to offer information on an incident.

## FACILITY DATA

Access geo-referenced floor plans directly on the map for visibility into the details of a building's layout. Provide first responders with added situational intelligence for increased safety on the scene.

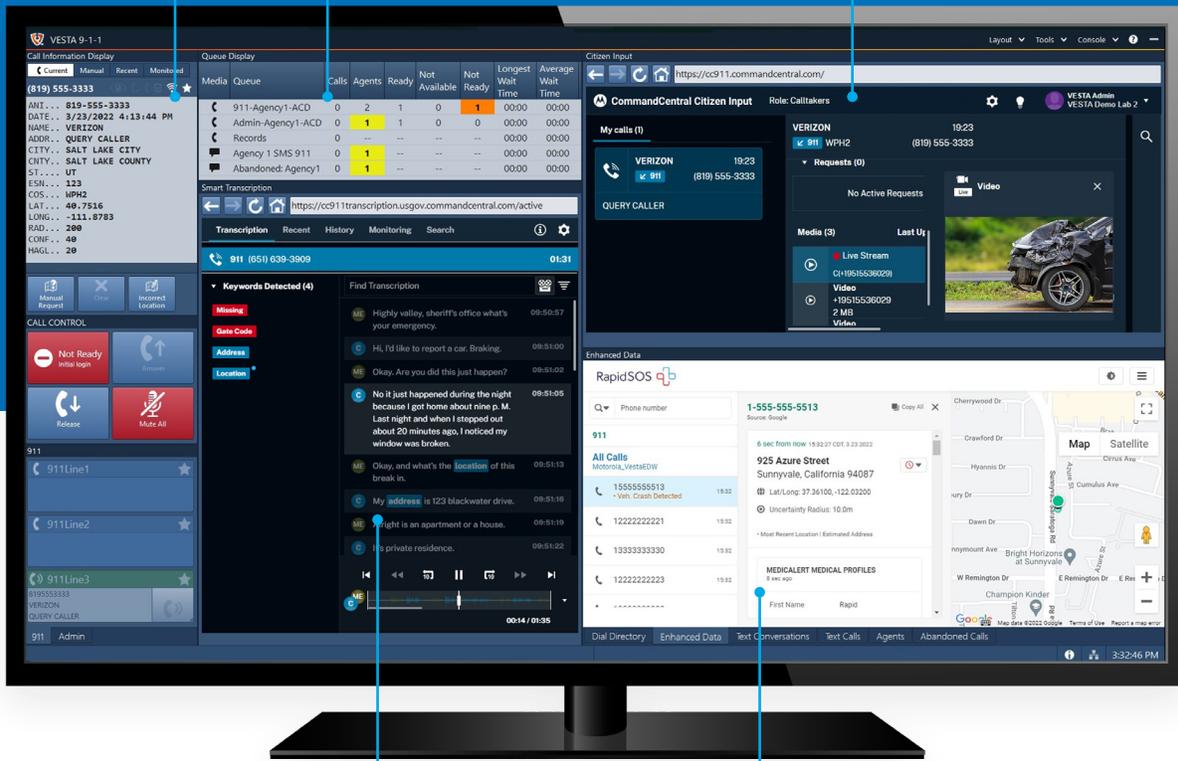
## SMART 9-1-1 PROFILES

Gain additional information to assist the caller, such as phone numbers, home and work addresses, family member information, photos, medical conditions, disabilities, pet information and more. Relay important details to first responders to promote a more effective response.

Highly configurable user interface supports multiple layouts

Queue Display shows voice and Text-to-9-1-1 queues and their data

CommandCentral Citizen Input allows citizens to send video, photographs and recordings to the PSAP in a controlled, permission-based procedure



CommandCentral Smart Transcription allows for real-time transcription of 9-1-1 and non-emergency calls, keyword search and real-time audio

The optional Enhanced Data Window provides real-time accurate location data as well as emergency data from over 400M connected devices through the RapidSOS Portal

## OTHER FEATURES INCLUDE:

- Advanced dial directory for first-class contact management and dialing control
- One-button transfer, extensive queue options and call overflow
- Integrated Text-to-9-1-1 for easy handling of voice calls and text messages
- Option to use an enhanced IP phone that displays ALL
- View of designated web pages via a console UI browser window
- Support for remote call reporting through call information transfer (remote printing capability)
- A versatile Queue Display window for comprehensive supervisory monitoring, as well as queue status and threshold-based alerting
- ACD Readiness control with three states: Ready, Not Available, Not Ready
- The ability for telecommunications to select a Not Ready Reason Code from up to 20 customizable codes and their subsets
- Enhanced Auto Attendant functionality to direct emergency and admin callers to the most appropriate queue
- Direct PSAP Interconnect to allow PSAPs on connected IP networks to conference and transfer emergency and admin calls and their details
- Add-on cloud services which provide additional functionality to streamline call taking
- Optional offsite solutions, such as VESTA® CommandPOST and Remote Desktop Console, help telecommunications work from home or another location quickly and effectively
- Active call preservation to allow for telecommunications to finish their call if their PSAP becomes disconnected from the Host

# KEY BENEFITS

## Operational Efficiency

- Uses COTS, non-proprietary hardware
- Streamlines call handling & expedites response (task performance focus)
- Configures applications, information & workflows for each user based on role (roles-based login)
- Offers multi-site, multi-agency support; users & resources assigned at login

## Scalability & Flexibility

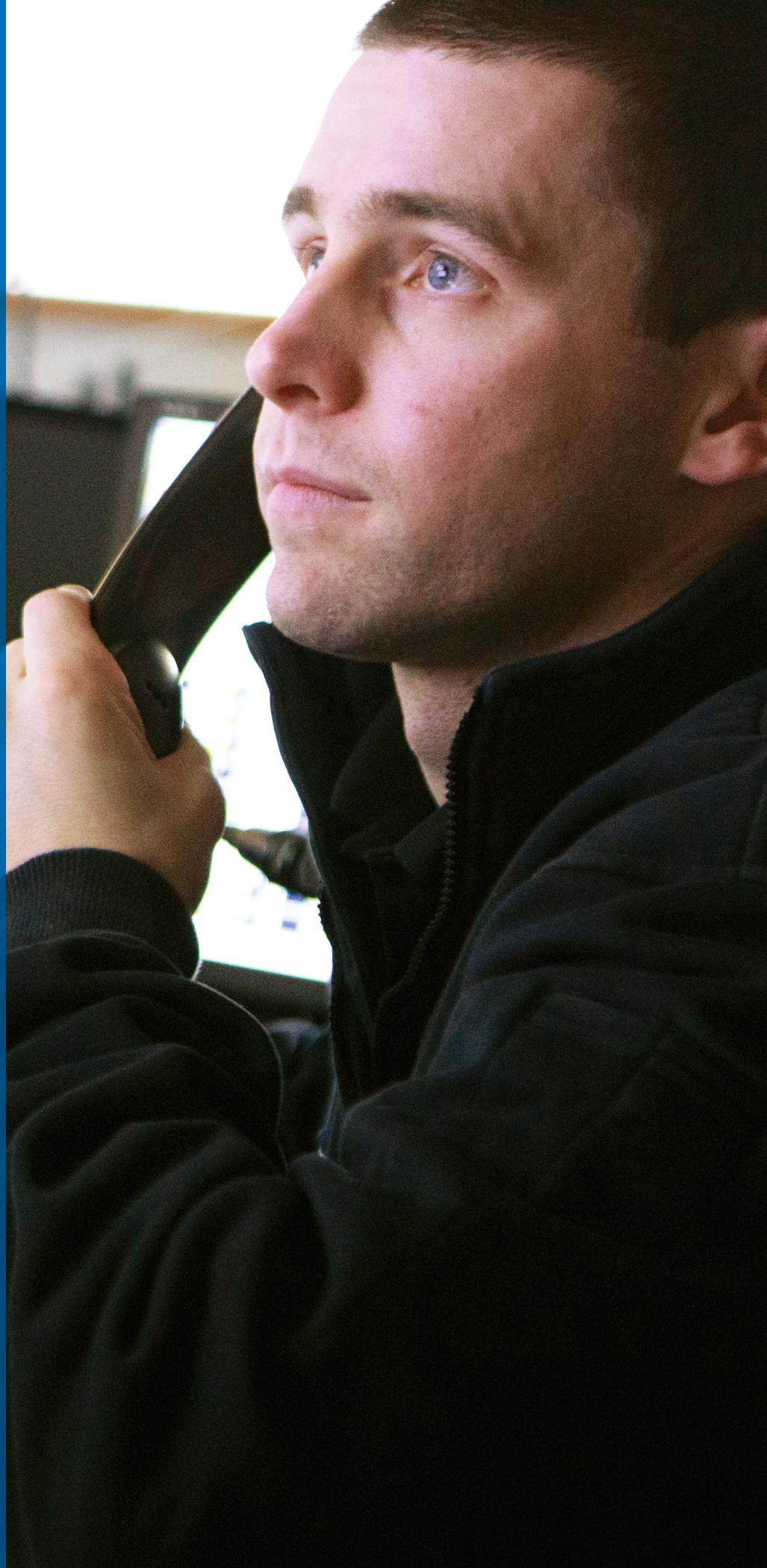
- Permits no single point of failure; geographically diverse host sites
- Supports up to: 250 positions, 750 lines/trunks, 2,000 roles, 200 queues, 100 agencies, 150 IP phones (max 90 enhanced IP)
- Integrates with CAD, radio, recorder & admin phone systems
- Confirms utmost security via DoD JITC certification

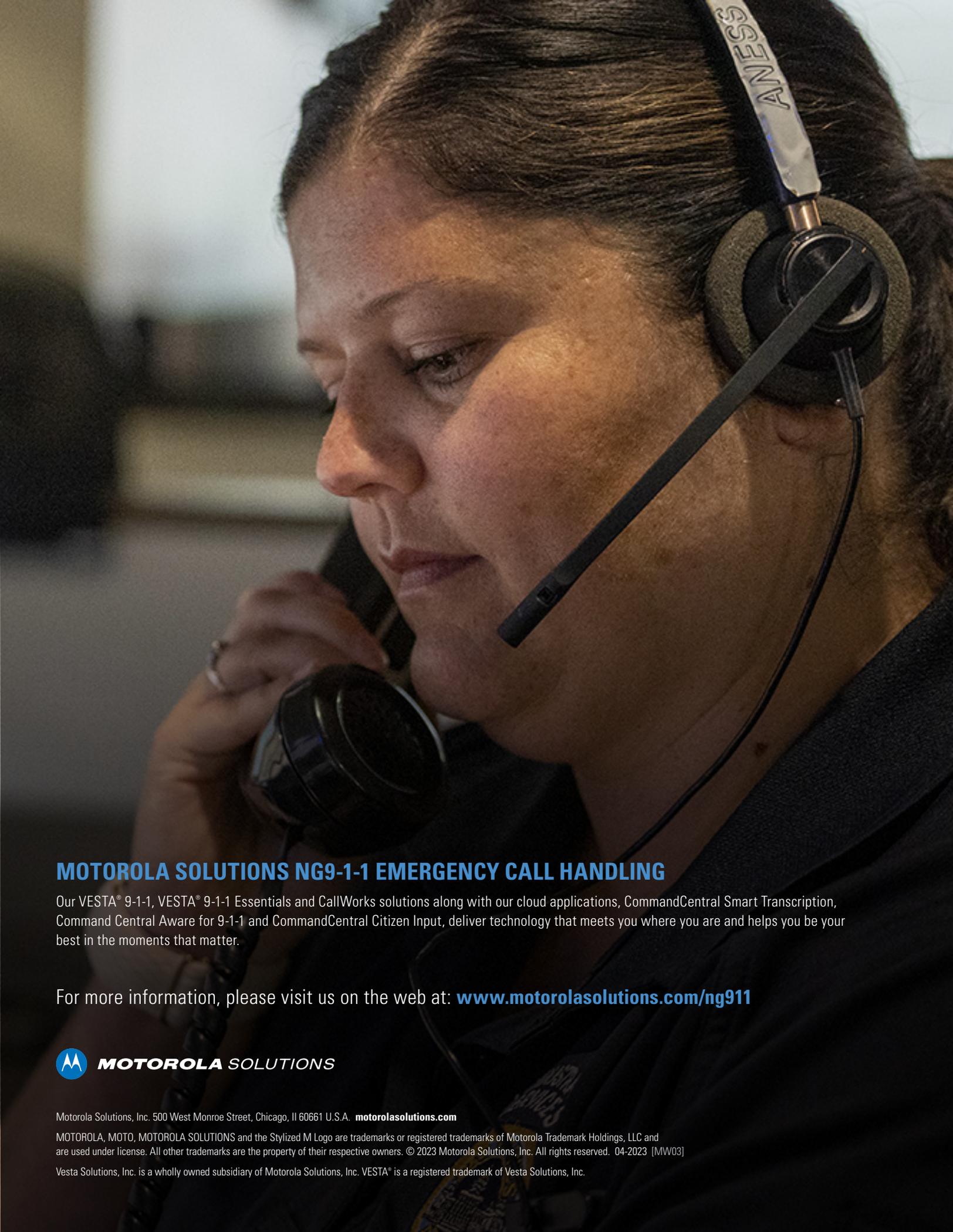
## Foundational, Long-Term Investment

- Utilizes an open, distributed IP architecture
- Offers native Emergency Services IP Network (ESInet) connectivity
- Complies with industry standards (NENA i3)
- Provides a forward migration path to next generation; integrated, geospatial multimedia platform
- Ability to supplement your on-premise solution with cloud features and functionality

## Optimal User Experience

- Provides exceptional ease of use with configurable, feature-rich user interface
- Offers integrated Text-to-9-1-1 & mapping
- Enables best-in-class contact management & dialing control
- Allows central configuration of distributed users & resources





## MOTOROLA SOLUTIONS NG9-1-1 EMERGENCY CALL HANDLING

Our VESTA® 9-1-1, VESTA® 9-1-1 Essentials and CallWorks solutions along with our cloud applications, CommandCentral Smart Transcription, Command Central Aware for 9-1-1 and CommandCentral Citizen Input, deliver technology that meets you where you are and helps you be your best in the moments that matter.

For more information, please visit us on the web at: [www.motorolasolutions.com/ng911](http://www.motorolasolutions.com/ng911)



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. [motorolasolutions.com](http://motorolasolutions.com)

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