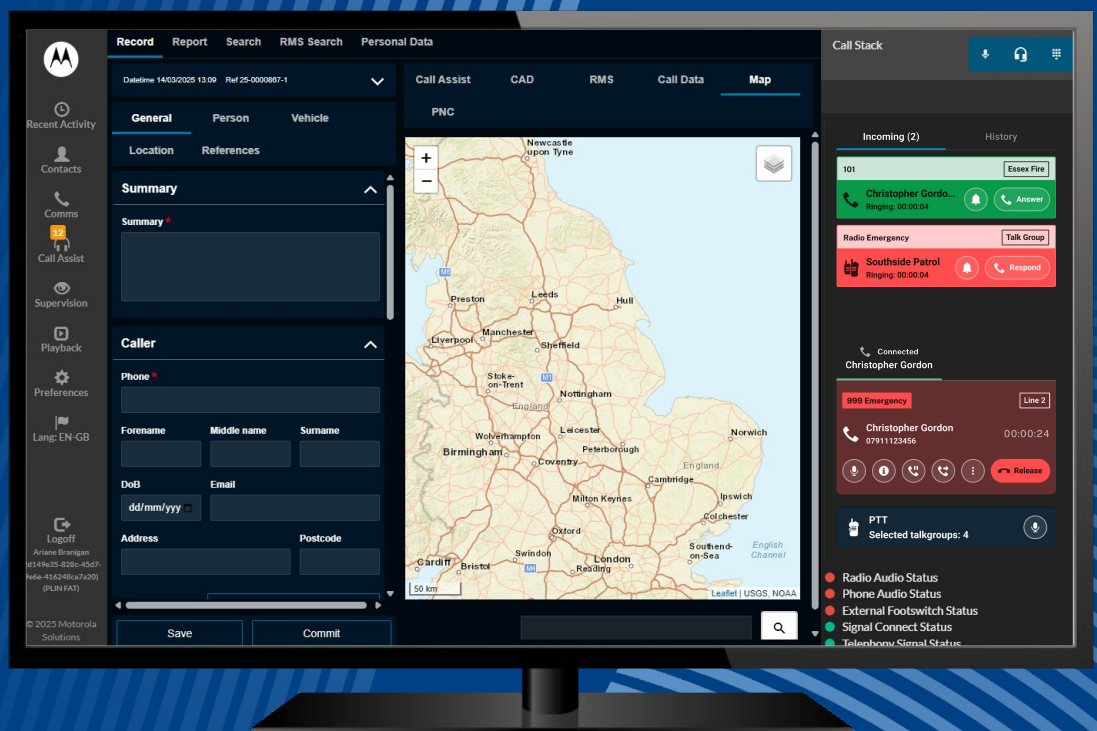# Guardian ICCS

Capture every contact

MOTOROLA SOLUTIONS

Your ICCS is the heart of your control room, connecting members of the public with the help they need in the most challenging circumstances.

However, the majority of those calls to your control room don't end in deployment - which means that they also aren't documented in your CAD.

Without a record of these contacts, your call handlers can't easily assess the vulnerability of repeat callers, and your dispatchers can't arrange the most appropriate response for them; similarly, your officers in the field may be at risk if they attend an incident without knowing the full context of previous interactions between a caller and law enforcement. This lack of data can also make it more difficult for you to understand the broader levels of demand on your force, leading to unnecessary deployments and longer response times.

The Motorola Solutions Guardian Contact Integrated Communications Control System (ICCS) goes beyond industry-leading telephony and radio dispatch capabilities, by integrating contact management directly into the platform itself. This enables call handlers to quickly and accurately understand the broader circumstances surrounding a contact while still on the call - resulting in a safer, more informed response for both the public and your officers.

Enable operators and officers to respond with context

Instead of treating every contact as an isolated incident, your team can now draw on data from previous incidents to understand why someone is contacting your control room. That provides vital context for your force - so call handlers can complete the right forms, dispatchers can arrange the appropriate help, and officers can arrive on-scene fully briefed.
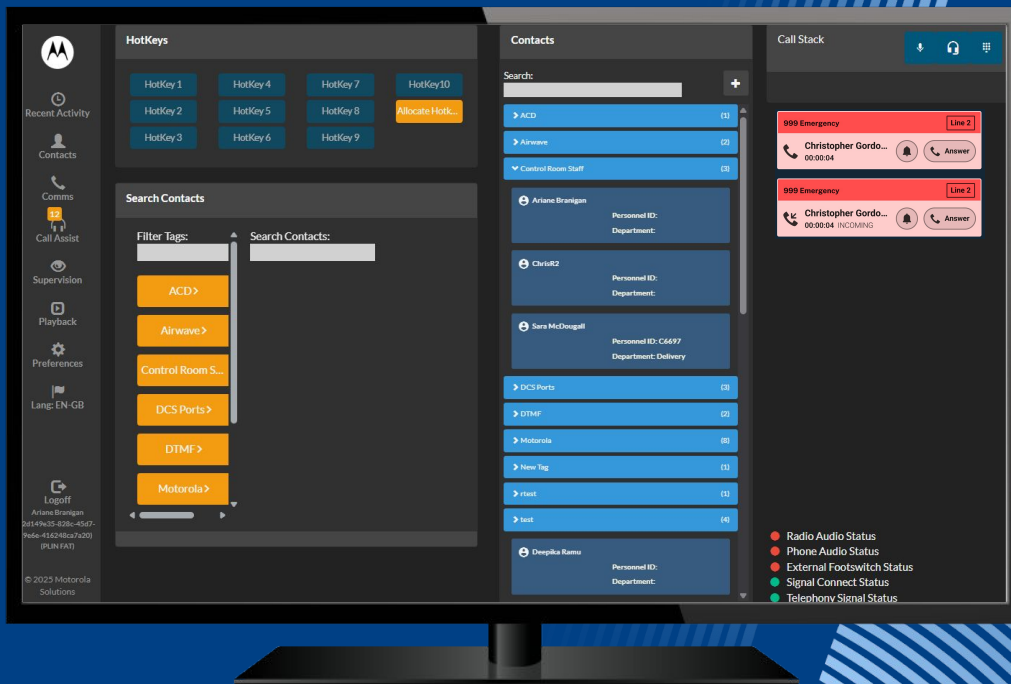
Reduce response times and unnecessary deployments

Information about a caller is only useful if you can make it actionable. While some contacts require an immediate police presence, others are less time-sensitive and can be handled from the station itself. Now your operators can start the relevant response workflow and reach a resolution more quickly, by transferring data to either your CAD or RMS in one click.

Understand and accommodate the demands on your staff

To best serve the public, you need to understand the kind of help they require, and when. Use contact data to surface insights about peak hours and common call types, so you can staff and train your control room more efficiently, and proactively work to prevent calls at the source.

CONTACT AND DIRECTORY MANAGEMENT

Hotkeys	Add shortcuts for frequently-used contacts on a systemwide or personal basis
Tags	Group contacts with similar attributes together e.g. those based at a particular station or belonging to a specific agency
Contact details	Add information to a contact, including: Rank, department and division Languages Skills Device type (one contact can be assigned up to 10 devices) Emergency contact
Automatic contact record creation	Guardian ICCS automatically creates a new contact record for 999 or 101 calls when they come through to a workstation or contact. It will pre populate this record with information about the caller, where accessible
Integrated data results	Users can view more information about a caller, gathered from previous contact records on Guardian ICCS, a linked CAD/RMS, EISEC data from BT, or Police National Computer (PNC); this information can be easily duplicated to the open contact record in one click
Submit or transfer to other application	Users can send the information in the contact record to a CAD (to be added to an incident) or RMS (as a crime or as intelligence)
Dynamic proformas	Users can add a proforma to the contact record, which will dynamically update when the relevant information is entered

RADIO, TELEPHONY AND MESSAGING CAPABILITIES	
Radio resource allocation	Allocate resources or talkgroups to users upon login: Mandated: users are shown these tiles as dictated by their profile, and cannot remove them User-allocated: users are offered these tiles as dictated by their profile, and may add/remove them
Call history	View the most recent incoming/outgoing telephone calls to the user's workstation
Quiet monitor	Apply variable volumes to different individual talkgroups
Mute monitor radio	Mute all talkgroups in monitor mode for a set period of time
Mute all radio	Mute all talkgroups in monitor or select mode for a set period of time
Inbox SDS messages	View the most recent incoming/outgoing SDS messages to all workstations
Tags	Group contacts with similar attributes together e.g. those based at a particular station or belonging to a specific agency
Talkgroup and radio tiles	Display information about the status of a resource in an intuitive, easy-to-read format, including: ● Audio activity: outbound, inbound or idle ● Status indicators: ready, busy, not ready, link fail ● User controls: select, monitor, combine, etc.
Select function	Monitor and transmit on selected talkgroups
Monitor function	Receive audio from a talkgroup
Events function	Receive notifications about call activity, status messages and emergency calls broadcasted by radios on a talkgroup
Combine function	Combine talkgroups into one all-informed group
Multi-combine function	Combine up to 16 different talkgroups on a single workstation
Multi-select function	Set more than one talkgroup to "select" at any one time
SDS function	Send SDS messages
Individual call	Determines whether users can use the radio resource to make private calls
AI call de-noising	Uses AI audio denoising to clarify incoming telephone call audio; can be enabled or disabled by a call handler at any time during a call

Patch	Determines whether users can use the radio resource to create radio-radio or radio-telephone conferences
Interrupt private calls	Determines whether users can make a private call to a radio, which interrupts their ability to receive any other call
Add groups	Determines whether users can add and remove DGNA talkgroups
Ambient listening	Open the microphone on a radio and passively listen to what the microphone picks up
Radio check	Send a ping command to the network to verify its connection
Automated Call Distribution (ACD) status	Set a user's status on the system as follows: ● Available: users are allocated the next call that comes in ● Unavailable or work: users will not be allocated any calls until their ACD status is changed
Telephone hold stack	View all calls on hold, separated by user
Conference stack	View all telephony-only conference calls, separated by user
Push-to-talk (PTT)	Users can transmit on all selected talkgroups
Dialpad control	Users can: ● Initiate a telephone call ● Call a radio directly as a private call ● Search the contact directory before calling ● Ambient listen: covertly listen to an individual radio ● Check: confirm whether a radio is affiliated on the network ● Stun: temporarily deactivate a network radio ● Revive: return a deactivated radio to normal service ● DGNA/REGA: dynamically set talkgroups in a radio terminal
Call stack	View key notifications on the system, including active calls, radio messages and private calls
Radio history	View the most recent actions on a user's active talkgroups
Reallocation	Swap a user's assigned DCS port with another
SMS messaging	See a global view of all the SMS messages handled by Guardian ICCS, and respond or create new messages
SDS messaging	See a global view of all the SDS messages handled by Guardian ICCS, and respond or create new messages
SDS function	Send SDS messages
Individual call	Determines whether users can use the radio resource to make private calls

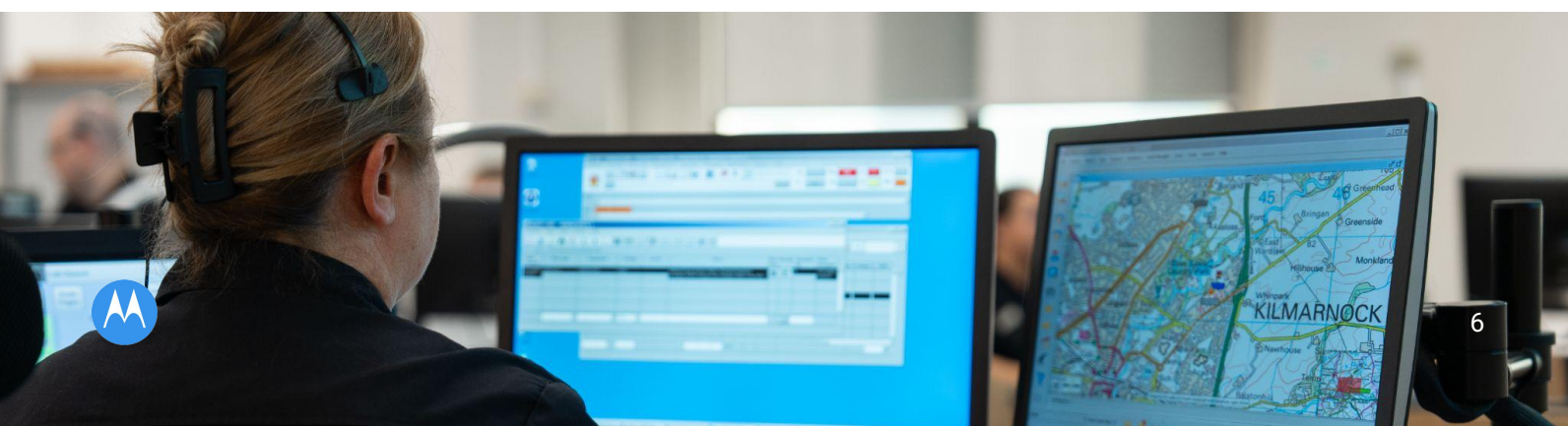| SUPERVISION FEATURES	
Users overview	See an overview of all user activity, including: • Current user telephone line activity • Current radios selected or monitored (numbers of) by user • Selected, monitored, and mandated/allocated Talkgroups (DCS resources) • Selected and monitored radio resources • Contact management activity, open incidents, and saved incidents. • Talkgroups displayed on a user's screen • Eavesdrop, Whisper, Intrude and Takeover functions on operators' live audio calls Supervisors can also force users to log off from a workstation
User intercom	Initiate a direct workstation-to-workstation call to another user
Resources overview	See an overview of all talkgroups, and who is using them, along with details of any resources allocated to a specific user
PLAYBACK FUNCTIONALITY	
Recorded calls	Guardian ICCS records all operator transmit, monitor and selected streams which go through it
Playback playlists	Add up to 30 recordings to one playlists to be played in order or exported
Playback filters	Locate recordings more quickly via filtering by e.g. name, number, device etc.

USER INTERFACE CUSTOMISATION AND USER PREFERENCES	
Alert volume	Configure audio levels for their radio headset, telephone headset and the audible alerts loudspeaker, among others
Audio outputs	Configure the headset and loudspeaker output
Footswitch options	Pair a browser with a footswitch, reset its state, and toggle whether users can see its status or not
Other preferences	Configure day/night mode, location of the navigation pane (left/right) and position of the dialpad (left/right)

ADMINISTRATIVE SETTINGS	
Hotkeys	Add, edit and delete hotkeys and their display
Hotkey sets	Add, edit and delete a group of hotkeys and their display, for easy assignment to users
Users, profiles and roles	Supervisors can configure: • Users: individual call handlers or dispatchers • Profiles: dictate the level of access to the physical resources of the system, such as radios and talkgroups • Roles: dictate the level of access when performing certain actions on the system
Delete large data exports	Determines after how many days requests and results for exports will be removed
Audit trail	Filter a list of all actions taken on the system, including which users performed actions and what kind of actions were taken (e.g. ACD, calls, location, user authentication)
Reports	Supervisors can generate a pre-defined report which details e.g. the telephone calls answered during a specific period of time
Alert colours	Customise the default colours for the call stack - including font colour, background colour and flashing displays - and other design elements.
Map overlay	Add additional map overlays to the contact management map view
Ringtones	Upload and configure specific ringtones for different scenarios, including (but not limited to): • High priority message • SDS message • Talkgroup not monitored alert
Whitelist	A predefined list of telephone numbers which will populate an address but not a 3rd party system lookup (ie. phonebox)
Pegasus list	A predefined list of vulnerable persons, personal data and trusted contacts, as disclosed by that person
SMS templates	Allow a user to add, edit and delete SMS templates

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