

Brochure

VESTA 9-1-1

The right response every time.

Trusted call handling software with new integrated AI capabilities plus managed and support services - all in one offer. Discover how VESTA® 9-1-1 is more efficient and secure than ever before.

For the right response every time

Respond with confidence. Empower telecommunicators - make their job easier. Safeguard your call handling system. VESTA 9-1-1 makes all three possible - for the right response every time.

Respond with confidence

Trusted by thousands, VESTA 9-1-1 delivers tried-and-true functionality based on two plus decades of customer feedback. Built on the NENA i3 standards, it ensures no single point of failure, uninterrupted SIP technology and Native Emergency Services IP Network (ESInet) connectivity. Supporting up to 250 positions, 750 lines/trunks, 2,000 roles, 200 queues and 100 agencies, it integrates with CAD, radio, recorder and admin phone systems and confirms the utmost security via DoD JITC certification.



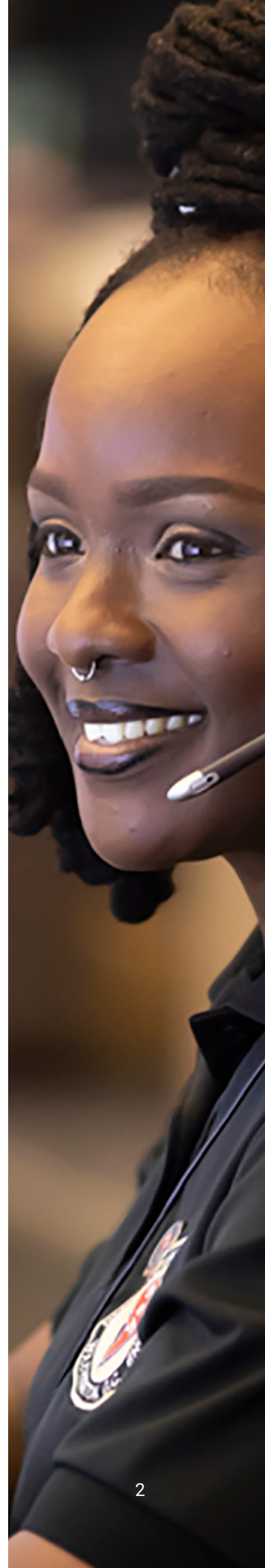
Enhance productivity

- Single Sign on (SSO) to streamline access to VESTA 9-1-1 and its cloud solutions
- Applications, information and workflows configured for each user based on role
- 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
- Automated Abandoned Callback (AAC) that automatically returns abandoned calls
- Abandoned calls plotted on a map
- Highly-configurable user interface, supporting multiple layouts



Quickly adapt to changes

- 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
- Control ACD readiness with three states: Ready, Not Available, Not Ready
- Select a Not Ready Reason Code from up to 20 customizable codes and their subsets
- Show voice and text-to-9-1-1 queues and their data in the Queue Display
- Easily manage voice and Text-to-9-1-1 queues which include the number of telecommunicators logged in, their statuses, the number of calls in queue and average wait times
- Direct emergency and admin callers to the most appropriate queue with Enhanced Auto Attendant



Empower telecommunicators - make their job easier

As available data increases, so does the stress on telecommunicators. Simplify decision making, streamline workflows and reduce mental fatigue with our suite of next-gen tools.

Assist for 9-1-1

The VESTA 9-1-1 system includes Assist for 9-1-1, the AI-enabled toolkit that unifies call handling, mapping, transcription, location data, caller profile, facility data, media and alerts onto a single platform. When the call is answered, Assist for 9-1-1 assembles the key incident characteristics, including location data, a real-time transcription, translation and summary of the call along with caller profile data and floor plans. The result — fewer clicks, fewer tabs and no digging for information. All assist the telecommunicator in being more present for the caller in their moment of need.

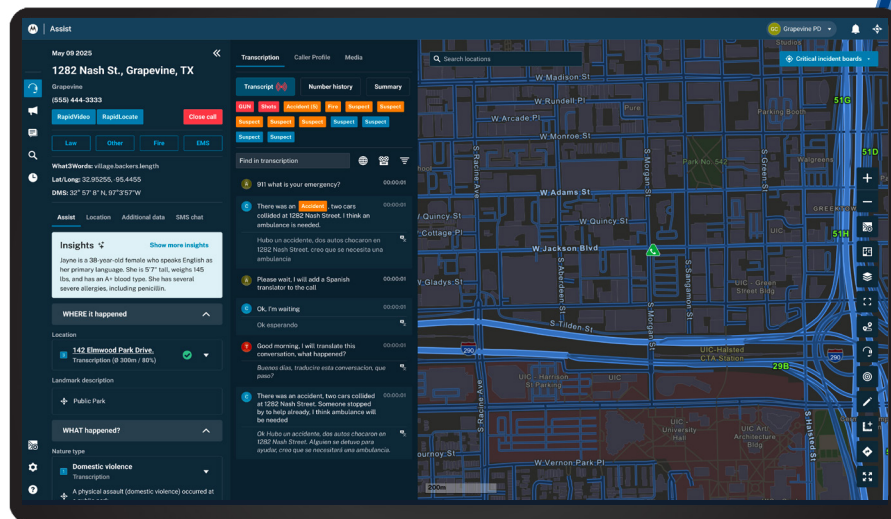
Assist for 9-1-1 includes the emergency i3 call handling cloud backup system that supports the PSAP in the event of premise disasters, loss of connectivity or primary call handling downtime or standard maintenance.

Safeguard your call handling system

Routine system monitoring, network connectivity issues and ongoing cyber threats take up valuable time and resources. At Motorola Solutions, we understand the complexities and challenges associated with maintaining emergency call handling communications integrity. That's why our Managed and Support Services are part of the VESTA 9-1-1 offer.

Designed exclusively for public safety communications, Motorola Solutions Managed and Support Services fortify the backbone of your emergency call handling operations. Our services offer state-of-the-art technology and processes delivered by highly trained, dedicated teams. Sleep better at night knowing our team of experts has your back 24/7.

Assist for 9-1-1 with
VESTA 9-1-1 and Radius
Mapping - fewer clicks,
fewer tabs, no digging
for information



The VESTA 9-1-1 difference

Let VESTA 9-1-1 lead you to the right response every time with reliable call handling, enhanced tools to make the telecommunicator's job easier, and services to protect your call handling operations. Experience the benefits for your PSAP and your community.

Safer everywhere

The VESTA 9-1-1 offer is part of the Motorola Solutions ecosystem where we build and connect safety and security technologies. Our never-ending pursuit is to help keep people safer everywhere.

To learn more, visit: www.motorolasolutions.com/vesta911



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