Brochure

Assist for 9-1-1

Enhanced call handling tools for your VESTA 9-1-1

Make the telecommunicator's job easier, reduce stress and speed response — while gaining upfront control over budget forecasting — with this cloud subscription service.

Telecommunicators must make rapid decisions from the moment an emergency call is received. To do that they must piece together information from multiple sources on different systems.
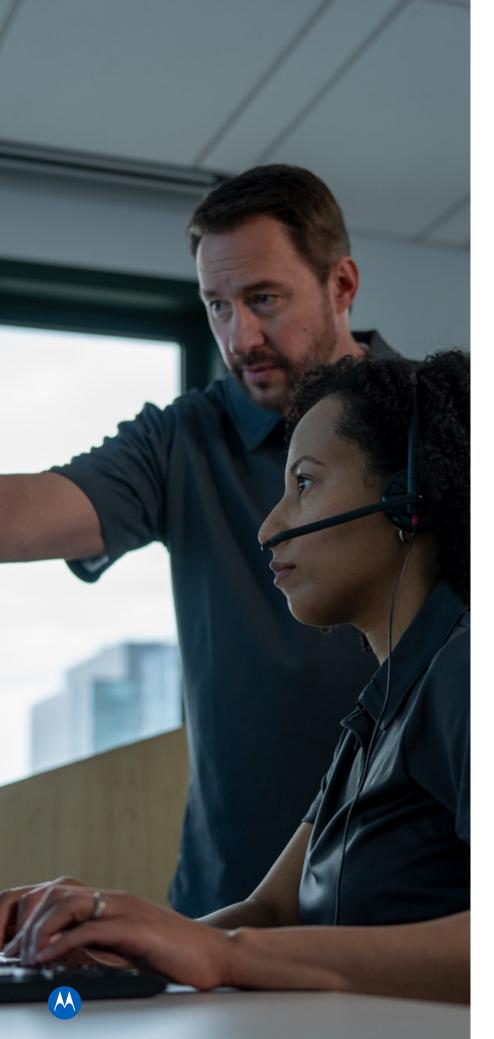
As the data increases in complexity, so does the telecommunicator's stress and mental fatigue — leading to burnout and ultimately staffing challenges.

Assist for 9-1-1 augments the support, critical thinking and communication skills of the telecommunicator with a set of call handling tools with built-in assistance from AI.

Many of the groundbreaking capabilities offered in the VESTA NXT service have been bundled as Assist for 9-1-1, a new cloud subscription service for PSAPs using VESTA 9-1-1.

With these tools, your staff lessens the time spent asking the caller the same or similar questions, decreases time spent on processing and organizing data and provides emergency back-up when the primary call handling system is unavailable — all of which save valuable seconds.

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Bring relevant data to the surface

Assist for 9-1-1 integrates call handling, mapping, transcription, caller and facility data as well as notifications onto a single, unified platform with AI as the assistant.

AI enhances the experience by automatically gathering, sorting and surfacing information from the live 9-1-1 call to help the telecommunicator make the most informed decisions, quickly.

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.

The Assist for 9-1-1 tools

The map

Connects the telecommunicator to the incident and the Motorola Solutions ecosystem, integrating with Motorola Solutions CAD and radios

- Offers Esri integration and connects to a local geo-coder for authoritative data
- Supports multiple indoor mapping technologies and connections to service providers
- Includes borderless base maps, emergency notifications and real-time feeds
- Triggers map actions with a rules engine to pre-define if/then scenarios

Transcription

Transcribes, translates and generates a summary of the 9-1-1 call in real time

- Copy/paste the summary into any appropriate platform in the workflow
- Share with dispatch and first responders
- Access keywords and audio playback for quick insights and to revisit critical data
- Enable supervisors to monitor calls in real-time from any location

Location data

Aggregates the location data from multiple sources and presents it in a central "Focus" work area

- Validate the preferred location for an address quickly and easily
- Further verify any of the locations identified against an authoritative geo-locator, ensuring a dispatchable location

Caller profile

Automatically displays information provided by the public

- Can include home and work addresses, family members, medical conditions and disabilities
- Helps the telecommunicator assist the caller and relay details to first responders

Indoor floor plans

Automatically display on the map, providing details of a building's layout

- Give responders more context and greater guidance for safety

Media

Allows the public to send video, photographs and recordings to the PSAP in a controlled, permission-based procedure

- Empowers the public to contribute and help, when possible
- Requires PSAP's permission to receive all visual content

Alerts

Displays internal agency communications on the map

- Includes text, email and voice communications
- Supports emergency and non-emergency alerts

Emergency back-up

Emergency i3 call handling cloud backup system

- Activates quickly and easily
- Supports PSAPs in the event of premise disasters, loss of connectivity or primary call handling downtime or standard maintenance

Assist for 9-1-1 functionality at a glance

- Integrated mapping offering a visual gateway to data, beyond location in real-time

- Real-time transcription and translation in English and Spanish, summary of the 9-1-1 audio, keywords and audio playback capability

- Aggregate, sort and surface multiple locations, identified from the call, onto the Assist for 9-1-1 Focus work area to quickly, easily identify a dispatchable address

- Compare locations against an authoritative geo-locator to ensure a dispatchable location

- Automatically display available key caller information when the 9-1-1 call is received

- Automatically display available indoor mapping floor plans on the map when the call is received

- Internal agency communication tool with text, email and voice for emergency and non-emergency alerts with the ability to display alerts on the map

- Receive and manage streaming video from the public, based on telecommunicator invitation

- Emergency i3 call handling backup via the cloud when the primary call handling system is unavailable, allowing 9-1-1 calls to continue to be answered

Benefit from the flexibility and consistency of a subscription service

Providing your telecommunicators with the latest software tools to work faster and more efficiently benefits your PSAP and your community. Assist for 9-1-1 is a cost-effective solution to help you achieve this goal.

Rather than having to prove the need for individual software solutions in the budgeting process, a single, simple subscription provides your team the tools they need, while your agency gains a consistent and manageable way to ease budget forecasting.

Subscribe to Assist for 9-1-1 today.

Safer everywhere

Assist for 9-1-1 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/ng911**

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