



# VESTA® 9-1-1

## THE NEW BENCHMARK FOR NG9-1-1 CALL HANDLING

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.



# MAKE A SMART FIRST STEP ON THE PATH TO NEXT GENERATION 9-1-1

Public Safety communications continue to evolve, and you need technology that can endure the changes ahead. At Motorola Solutions, we create smarter ways to keep all our communities safe. One of which is 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.

## CUSTOMIZE THE DESKTOP TO YOUR NEEDS

At the heart of VESTA 9-1-1's unified geospatial multimedia platform is a configurable desktop user interface (UI) that gives call takers a richer, more intuitive user experience. The UI hosts multiple layouts and workflows to manage voice calls and integrated Text-to-9-1-1 messages.

## SEE RICH 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 call takers 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 data to help call takers better assist 9-1-1 callers. The first content available is from the RapidSOS NG911 Clearinghouse, which provides greater location detail.

## ENABLE COST-EFFECTIVE SCALABILITY

The VESTA 9-1-1 solution serves up to 250 positions, delivering cost-effective scalability as needs change. Its flexible, open architecture sustains single-site installations and geodiverse, multi-site and multi-agency deployments.

- 1) Highly configurable user interface supports multiple layouts
- 2) Integrated Text-to-9-1-1 enables seamless management of voice and text calls
- 3) Queue Display shows voice and Text-to-9-1-1 queues and their data
- 4) The optional Enhanced Data Window shows RapidSOS NG911 Clearinghouse data, when available, to better locate callers
- 5) Advanced dial directory facilitates fast, easy dialing control
- 6) VESTA® Map Local integration allows call takers to know and see the most precise caller locations



## ADAPT QUICKLY TO CHANGES

PSAP supervisors quickly adapt to changing operational requirements by configuring applications, information and workflows for each call taker 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.

## INCREASE EFFICIENCY

Our Advanced Call Distribution capabilities automate processes to reduce workloads. The Pocket Dial Filter filters out “pocket dial” calls made by wireless callers. 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. Using the VESTA® Heads-Up Display, PSAPs and call takers can view, at-a-glance, the status of their voice and text queues and receive 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

VESTA 9-1-1’s purpose-built Internet Protocol (IP) softswitch delivers uninterrupted SIP telephony. This includes IP voice support on i3 Emergency Services IP networks (ESInets), using Request for Assistance Interface (RFAl) protocol. It also supplies advanced telephony functions like Automatic Call Distribution (ACD) and dynamic conferencing.

## 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 ALI
- 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
- Optional VESTA Heads-Up Display to view real-time queue data by agency on large, customizable screen
- The ability for call takers 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

## KEY BENEFITS

### 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

### 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, 50 agencies, 90 IP phones
- 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

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

Our VESTA® and CallWorks Next Generation 9-1-1 solutions serve more than 70% of all U.S. Public Safety Answering Points, as well as almost 150 Federal and DoD operations globally. As one of the most trusted solutions providers in Public Safety communications, we help people be their best in the moments that matter.

Save Clicks. Save Seconds. Save Lives.

## VESTA® HIGHLIGHTS

- Our comprehensive, state-of-the-art VESTA® portfolio encompasses Next Generation 9-1-1 and Emergency Notification and supports public and private operations globally.
- VESTA solutions are deployed in more than two-thirds of the most populous U.S. cities. This gives our team unmatched industry experience in deploying and servicing systems of any size.
- Over 60% of all 9-1-1 calls in the U.S. are received by VESTA call handling solutions. More than 100,000 call takers interact with our 9-1-1 equipment every day to protect over 200 million people 24/7.
- Use of our VESTA Emergency Notification solutions spans over 20 countries and over 20 industries. They help our corporate users ensure operational resiliency and human continuity, as well as to share non-critical information daily.
- Nearly 150 VESTA call handling systems are in service at Federal installations worldwide, and our VESTA® Communicator solution is the emergency notification solution of choice for many Federal Civil agencies. In fact, VESTA supports the communications needs of the Department of Defense and other Federal agencies in 12 countries.

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



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