# INCREASE CALL TAKER FOCUS FOR FASTER RESPONSE

PUT INTEGRATED CALL CONTROL TO WORK IN YOUR PSAP WITH CALLWORKS CALLSTATION AND PREMIERONE CAD

Many agencies today have separate call handling and dispatching solutions, forcing call takers and dispatchers to swivel back and forth between the different applications, multiple screens and keypads. Focus, comfort and speed are all affected.

Motorola Solutions' NG9-1-1 CallStation and PremierOne offer a more efficient call management approach by integrating call handling into CAD and easing the call taker's already stressful job. The result is a more efficient and comfortable workspace. The call taker minimizes keystrokes, reduces errors and speeds response. No more swiveling back and forth between applications. Now, answering a call, creating an incident, dispatching and releasing a call can be accomplished in as few as four keystrokes - all from one workstation.

PREMIERONE is a large scale, highly configurable Computer Aided Dispatch (CAD) system. The integration of **CALLWORKS CALLSTATION** leverages the CallStation call handling functionality to provide a superior, integrated call handling and dispatch application into one.

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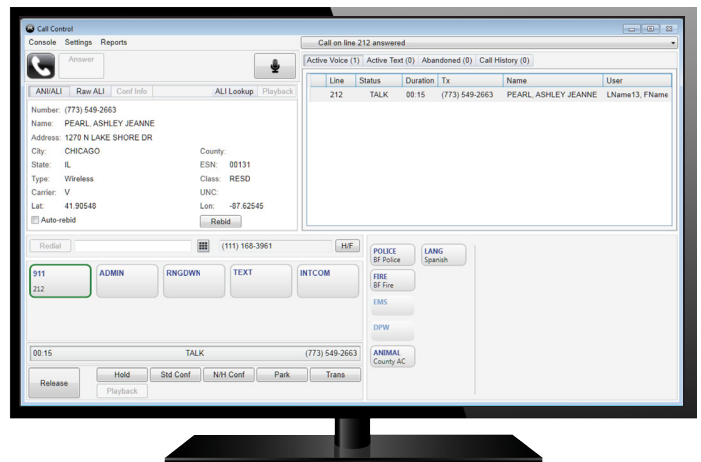
INCREASE CALL TAKER FOCUS

With CAD incidents the primary focus, the integration of call handling and CAD makes it easier for the call taker to manage the 9-1-1 call while remaining in the CAD screen. No distractions between two applications. Plus, the Genovation keypad is always active, allowing you to answer the call no matter what's on your screen at the time.

INCREASE EFFICIENCY

Interacting with two keyboards and multiple screens requires a call taker's eyes, body, head and neck to constantly move back and forth between applications. With integrated call control, the call taker is able to take the call, plot it on the map and dispatch – all in one motion – improving their workplace efficiency.

BENEFIT FROM ONE MAP

Separate 9-1-1 and CAD systems often come with separate maps that don't communicate with one another. With CallStation / PremierOne, the call taker benefits from one, consolidated, multipurpose map. You can easily view the location of calls received and resources available. Calls are coded by call type: incoming, answered and completed, making it easy to view call patterns and quickly identify any new calls unrelated to a known incident, improving coverage in real time.

SAVE TIME, GAIN PEACE OF MIND

Multiple vendors may mean multiple computers at each position and complex cabling which translates to agency headaches. Reduce IT support and costs by reducing hardware at each position. With Motorola Solutions, 9-1-1 agencies have one vendor to contact for support for NG9-1-1 and CAD. Whether by phone, email or online, we are committed to providing a quick response and answers to resolve questions and issues.

Integrated Call Control is available with the PremierOne CAD on premise deployment at this time.

To learn more about our Next Generation 9-1-1 solutions, visit www.motorolasolutions.com/ng911

To learn more about CommandCentral, visit www.motorolasolutions.com/software

BENEFITS

Streamline Workflow with a single workstation, keyboard, mouse and map

- Reduce data entry errors – eliminate "swivel chair" integration
- Reduce the physical movement required to answer a 9-1-1 call
- Reduce cost and complexity of CAD and 9-1-1 support
- Reduce hardware in the workspace
- CallStation functions on PremierOne Incident form
  - Release
  - Hold/Unhold
  - Mute/Unmute
  - Call Back
  - Conference Transfer

Increase Productivity

- Single sign on, shared data, common U/I
- Integrated control logic across the applications
- Increased control flexibility – command line, function keys, mouse
- Simultaneous handling of voice calls and text
- CallStation / PremierOne networks tied together through a firewall
- Call Control functions available in the PremierOne system
- PremierOne map displays current call locations including RapidSOS data
- ALI Rebid (9-1-1 and CAD with one click or fully automatic)
- ANI/ALI data automatically populates in PremierOne Call screen as the screen opens
- Plot ringing call on PremierOne Map; color indicates status

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