



# 9-1-1 INNOVATION FOR NEXT GENERATION

**CALLWORKS** CALLSTATION  
EMERGENCY CALL HANDLING



# REALIZE THE FULL POTENTIAL OF NG9-1-1

Delivering the industry's first browser-based call handling platform, Motorola Solutions leverages our innovation to provide an easy-to-use, yet comprehensive solution for Next Generation 9-1-1 call handling and mapping. Let CallWorks CallStation help your PSAP face the challenges of today and tomorrow.

## SIMPLIFIED OPERATIONS

CallWorks CallStation's native i3-compatible application manages the receipt of emergency calls with a simple, user-centric workflow approach. Agencies with a dispatch application can get the latest Voice over Internet Protocol (VoIP), wireless mobile and NG9-1-1 capabilities via our browser-based solution. Call handling is available directly from the Map with the support of traditional 9-1-1 and mapped ALI features and using a browser on the same PC as the dispatch application, with vendors' permissions. CAD interfaces are provided.

## A SMART DESIGN

Access to a wide range of information is part of the new landscape for call takers. CallWorks CallStation supplies an intuitive browser interface – the first of its kind – that users can immediately understand. This interface includes integrated SMS/Text-to-9-1-1 functionality and supplemental location information from RapidSOS. The innovative user experience improves efficiencies by streamlining call flows at the individual and group levels. For example, CallWorks CallStation's telephony-enabled Map permits innovative ways of managing a complex incident as it unfolds in real time.

## ENHANCED ADMINISTRATION

System administrators and PSAP supervisors have browser-based access to various capabilities that enable the system's best performance, as well as that of their PSAP. AdminiStation allows authorized personnel to configure and maintain the system for each agency, PSAP or regional network, as needed, from any location. DecisionStation lets these users and authorized mobile users view real-time and historical call and incident detail records, unit activity and pre-defined reports, and to conduct data mining, for enhanced situational management and improved operational analysis.

## A COMPLETE WORKFLOW

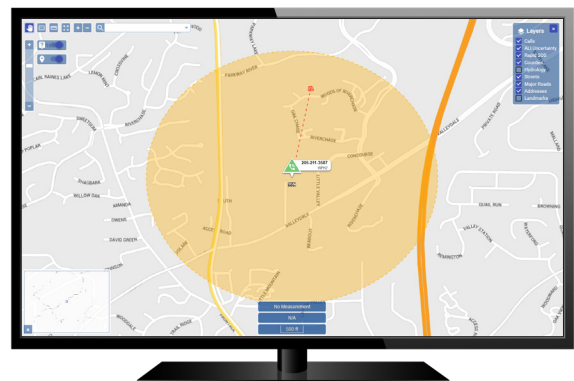
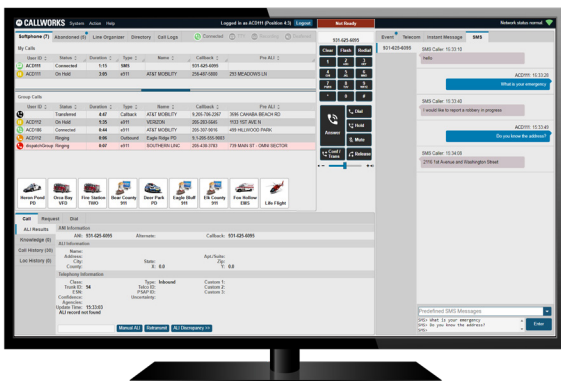
Available as an add-on to CallStation, CallWorks DispatchStation provides dispatch capabilities to enable a complete workflow – from receipt of NG9-1-1 calls to dispatching field resources and sending information to mobile users. Call handling and dispatching are available directly from the Map, supporting traditional 9-1-1, Mapped ALI and CAD.

---

**50% LESS**  
Backoffice Server  
Infrastructure

---

## DESIGNED TO INCREASE PSAP EFFICIENCY



Integrated Text-to-9-1-1 allows users to handle text and voice calls simultaneously. The conversation between the call taker and texter is displayed on the SMS tab on the far right side of the screen.

On the Map, call takers see a wireless call with RapidSOS location information. The larger yellow circle shows the Telco's estimated range. The smaller red circle shows the RapidSOS estimated range.





# CONTINUED INNOVATION

CallWorks CallStation continues to innovate by providing new deployment options and functionality to increase PSAP efficiency.

## **CALLWORKS CALLSTATION SELECT**

Provides a new deployment option, offered as a monthly subscription and delivered as-a-service. CallWorks CallStation Select has all the functionality of CallWorks CallStation, yet with a more compact footprint.

## **INTEGRATED CALL CONTROL (ICC)**

Increases call taker focus by integrating CallWorks CallStation into CAD, using the Spillman Flex solution or PremierOne CAD console. This eliminates the physical back and forth between the call handling and CAD systems and their multiple screens and keypads.

## **COMMANDCENTRAL 9-1-1 SMART TRANSCRIPTION AND CITIZEN INPUT**

Offers cloud-based services for the CallWorks CallStation on-premise solution to give PSAPs new functionality to better serve citizens. Smart Transcription automatically transcribes calls in real-time to provide PSAPs the text. With Citizen Input, PSAPs gain a controlled approach to receiving and managing visual content. Released in 2020.



## **RETURN ON INVESTMENT**

An investment in Next Generation is an investment in a community's safety. Motorola Solutions ensures the PSAP's return on investment in CallWorks CallStation by providing upgrades at no additional charge and covering all system components in one consistent support package. Insure you have a predictable path even as the 9-1-1 landscape evolves.



## CORE FUNCTIONALITY OF CALLWORKS CALLSTATION

- Multi-User, Multi-Agency Capability
- Intelligent Command Line and Right-click Status Management
- Legacy 9-1-1 (CAMA) and Administrative Call Taking
- i3 Next Generation Compliant via SIP Works
- ESInet (NENA Standard i3 Interface)
- Select Third-Party Variations
- Integrated TDD/TTY and IRR
- SMS Handling Capabilities
- NENA-Compliant Workstation
- Easy-to-Use Browser Technology and Graphical User Interface with a Choice of Three Color Schemes
- Integrated VoIP Switch
- Standard Interfaces for Time Sync, Printing, Reports, CAD, IP Recording, and RMS Outputs
- Remote VoIP Phone Only Capability with ALI via SIP Station
- Web Portal for Real-time Data Views and Call Detail Reporting
- AdminiStation Data Management Utility
- DecisionStation Dashboard Utility

We build software for mission-critical environments where every second matters. CallWorks CallStation and the other applications in our CommandCentral software suite help PSAPs unify data and streamline workflows so you can improve the safety of critical personnel and restore your focus on the communities you serve. Backed by a trusted, 90-year veteran with proven public safety leadership, our CommandCentral suite is transforming the public safety experience with a focus on evolution, not revolution. Let us help you digitally transform your operation

To learn more about CallWorks CallStation, visit [www.motorolasolutions.com/ng911](http://www.motorolasolutions.com/ng911)



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. [motorolasolutions.com](http://motorolasolutions.com)

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2019 Motorola Solutions, Inc. All rights reserved. 05-2020