VESTA Emergency Call Handling

Proven, reliable, trusted

MOTOROLA SOLUTIONS

Protect with confidence

To stay on top of technology changes, you need an emergency call handling system that is reliable, continues to innovate and makes the operator's job easier. VESTA delivers all three, so you can protect with confidence.

A user interface customised to your needs

At the heart of the VESTA system is a configurable user interface, offering operators a rich, intuitive user experience. Responsive to the operator's workflow, the user interface helps to focus attention on the task at hand. Features like integrated text-to-emergency number, Role-based Login, Ring-All and ACD (automatic call distribution) ensure operators have access to functionality they need to respond quickly and reduce stress.

Gain functionality with IP

The VESTA Emergency Call Handling purpose-built Internet Protocol (IP) softswitch delivers uninterrupted SIP (Session Initiation Protocol) telephony. It also supplies advanced telephony functions like ACD and dynamic conferencing.

Enhance productivity

The Automated Abandoned Callback (AAC) 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. The Queue Display feature allows telecommunicators to view, at-a-glance, the status of their voice and text queues and receive visual and audible alerts, when threshold conditions are met, to proactively manage Emergency Number call volumes.

Benefit from added data content

The optional Enhanced Data Window supplies additional life-saving data to increase situational awareness and help operators better assist callers.

See voice and text-to-emergency number call detail

A Queue Display on the user interface shows voice and Text-to-Emergency Number queues and their related data (where available). This includes the number of operators 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).

Adapt quickly to changes

Control room supervisors quickly adapt to changing operational requirements by configuring applications, information and workflows for each operator role. Between this centralised administration and the ability to partition resources and users into agencies, supervisors have leverage for investment consolidation.

Stay ahead of cyber threats

Mission-critical systems must be fully available 24/365 and resilient to cyber attacks. Having security elements like antivirus, firewalls or unmonitored intrusion detection systems inspecting traffic is no longer enough. A cyberattack can cause devastating damage on many levels. Motorola Solutions' Cybersecurity Services proactively identify weaknesses through continuous vulnerability scanning to enable faster responses to cyberattacks through signature and anomaly-based system intrusion detection. We constantly monitor public safety-specific threat intelligence across radio and emergency call handling and surface and dark web intelligence for extensive visibility into threats targeting public safety.

Gain cloud functionality

Motorola Solutions' cloud services integrate with VESTA Emergency Call Handling to give Control rooms new functionality to better serve the public.

The CommandCentral Aware map improves location and mapping intelligence for the operator by providing a visual gateway into the incident as it unfolds, in real-time.

Smart Transcription automatically transcribes and translates the audio from an emergency, non-emergency or administrative call into a searchable text transcript. Control rooms save time and increase efficiency as they verify caller information and monitor calls in real-time and store transcripts for post-call analysis.

Citizen Input offers a controlled approach for receiving and managing visual content from the public, such as streaming video. It also offers standalone capability to use with a CAD (Computer Aided Dispatch) system or in a Real-Time Crime Center.

Key benefits

- Operational efficiency
- Uses non-proprietary hardware
- Streamlines call handling to expedite response
- Configures applications, information and workflows for each user based on role (roles-based login)
- Offers multi-site, multi-agency support; users and resources assigned at login
- Scalability and flexibility
- Permits no single point of failure; geographically diverse host sites
- Supports up to: 250 positions, 750 lines/trunks, 2,000 roles, 200 queues, 100 agencies, 150 IP phones (max 90 enhanced IP)
- Integrates with CAD, radio, recorder and administrative phone systems
- Utilises an open, distributed IP architecture
- Offers native Emergency Services IP Network (ESInet) connectivity
- Complies with industry standards (NENA i3)
- Ability to supplement your on-premises solution with cloud features and functionality (where available)
- Provides exceptional ease of use with configurable, feature-rich user interface
- Offers integrated Text-to-emergency number and mapping (where available)
- Enables best-in-class contact management and dialing control
- Allows central configuration of distributed users and resources
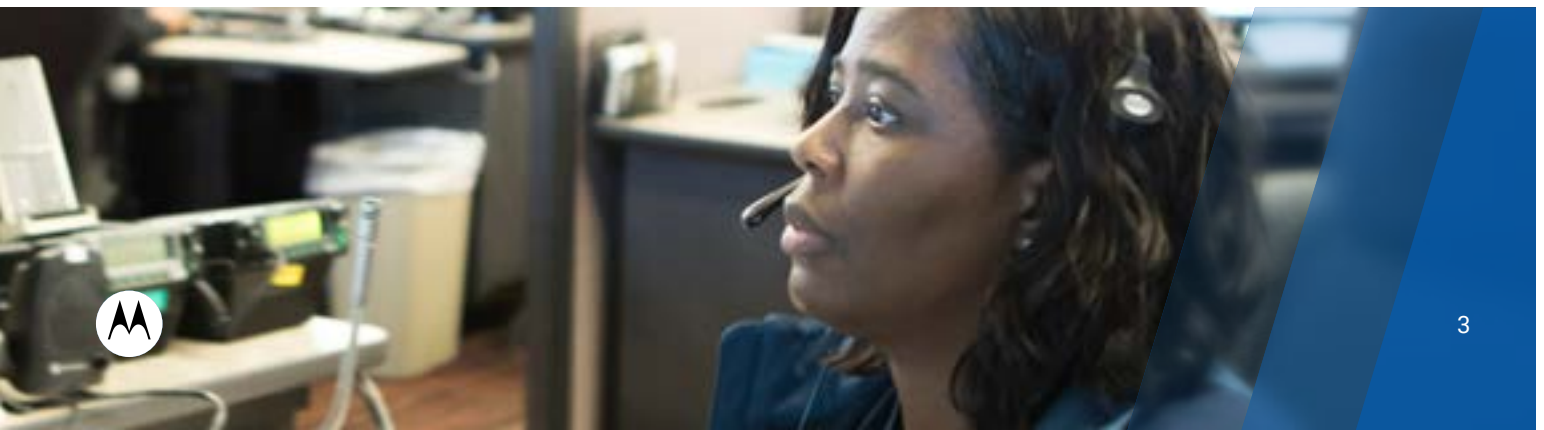
Solving for safer

VESTA Emergency Call Handling is part of 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/vesta**

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