

# Virtual Response Assistant

Offload non-emergency calls. Free telecommunicators to do what they do best: save lives.

PSAPs, Public Safety Answering Points, are facing telecommunicator staffing shortages due in part to the high stress, multi-tasking environment. In addition to 9-1-1 emergency calls, PSAPs are consistently inundated with non-emergency calls that impact the resources and time available to handle true 9-1-1 calls for service.

Virtual Response Assistant helps resolve this issue by leveraging AI to automate the receipt and resolution of designated non-emergency calls. For example, by analyzing the nature of frequently asked questions and quickly evolving responses, PSAPs can better manage the quality of service to their communities.

Virtual Response Assistant is a cloud solution, available in multiple languages and offered as subscription service. It is available with Motorola Solutions VESTA 9-1-1 and VESTA NXT call handling software.

## How does it work?

Virtual Response Assistant routes non-emergency calls to a standard 10-digit number for autonomous resolution of the call, providing oral and text-based self-service which eliminates the need for agent interaction.

Non-emergency callers interact with an automated, AI bot-driven system that transfers the call within the agency, or to an external agency, for immediate handling of the issue.

# Answer non-emergency FAQs without draining resources

## Configurable call queue routing to align with PSAP workflow

Virtual Response Assistant is designed to help. Multiple configuration options allow PSAPs to decide how to deploy Virtual Response Assistant to best align with their existing workflow. PSAPs may choose for calls to go directly to Virtual Response Assistant without appearing on a telecommunicator's queue, appear in the queue for a certain duration before rolling over to Virtual Response Assistant or only roll over during scheduled dates/times or during periods of high call volume. Callers also have the option to speak to an agent if their question is not able to be answered.

In addition, non-emergency callers have the option to receive the information via SMS message, if preferred. The SMS option provides the same yes/no prompts via text as the oral questions over the phone.

## Key features

- Supports PSAP(s) from 1 to 99 positions
- Hosted on Amazon Web Services, offered "as a service"
- Multiple configurations available to align with PSAP workflows.
- Role-based login
- Call queue routing and transfers to external agencies/businesses
- Administration and configuration via CommandCentral Admin

## Gain back time and resources

Virtual Response Assistant offers PSAPs a simplified, streamlined service with different options to offload non-emergency calls based on existing workflows and staffing needs.

Let Virtual Response Assistant help your PSAP increase the level of service for emergency calls and community satisfaction. Gain back time and resources.

## Solving for safer

VESTA® 9-1-1 along with our cloud applications, CommandCentral Smart Transcription, CommandCentral Aware for 9-1-1, CommandCentral Citizen Input and Virtual Response Assistant, 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/NG911](http://www.motorolasolutions.com/NG911)



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