



VESTA[®] ANALYTICS

MAKING YOUR DATA WORK FOR YOU

What if your reports are delivered to your desktop before you have your first sip of coffee? Your trend analysis is simple and automated and saves you time? You have indisputable facts to back up your request for a budget increase? Get all of this and more in the VESTA[®] Analytics solution, your active data manager ready to do all the heavy lifting.

LESSEN THE BURDEN OF DATA MANAGEMENT

Given the many demands placed on today's PSAPs, your management team must readily know far more than call counts and answer durations. They must be able to report on pertinent call details and call center activity at any given time. And, that's exactly what the VESTA[®] Analytics solution is helping PSAPs nationwide accomplish.

With the application's intuitive, easy-to-use reporting engine and automated capabilities, administrators are gaining new insights into how their call center is performing at all times.

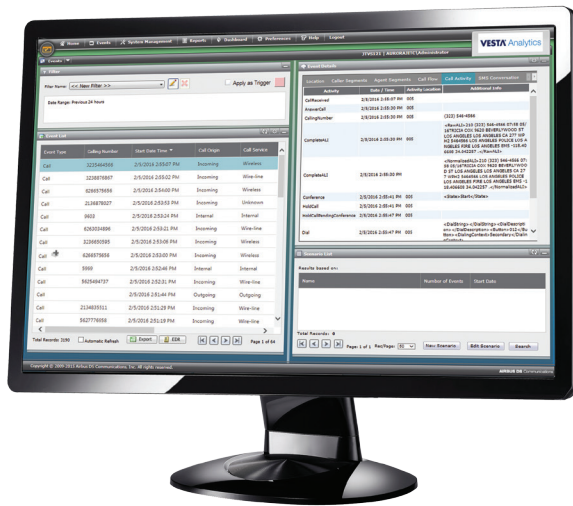
The reporting capabilities of the VESTA Analytics solution are highly robust, supplying a number of standard documents that provide facts on call counts, transfer averages, trunk and line utilization, etc. Customize reports with logos, user-selectable layouts, graphs and a description of the report's contents. All can be scheduled and automatically distributed, or you may choose to build a dashboard or run an ad hoc report on the fly.

The VESTA Analytics solution also addresses the growing need for more advanced data mining to learn such important aspects as the duration of delay

between receiving Phase I and Phase 2 Automatic Location Information (ALI) records. In addition, many 9-1-1-specific key performance indicators (KPIs) are pre-calculated and available in the application's data warehouse, including agent efficiency factor and ready/not-ready ratio.

The VESTA Analytics solution automatically associates related events to simplify incident reconstruction, organization, searching and archiving. Through its built-in Scenario Management System, users can create their own associations, even between complex scenarios, and save them under a self-defined scenario name.

The VESTA® Analytics solution offers seamless integration with the VESTA® 9-1-1 system for a comprehensive NG9-1-1 call handling solution.



Utilizing state-of-the-art technology, the VESTA Analytics solution effortlessly integrates with new media and data sources, such as text and email messages, as they migrate into use. Its seamless integration with the VESTA 9-1-1 call handling solution allows it to provide details necessary as we move further into a NG9-1-1 world. These include activity related to features helping to mitigate the impact of an increasing number of wireless calls, such as the Pocket Dial Filter and Automated Abandoned Callback, among others. This makes the VESTA Analytics solution a key component of the VESTA® Public Safety solutions portfolio now and for the future.

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.

For more information, please visit us on the web at: www.motorolasolutions.com



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KEY BENEFITS

STREAMLINED INFORMATION MANAGEMENT

- Provides standard templates and advanced customization for cross-tabular and ad hoc reporting with increased data warehouse performance
- Enables sophisticated search and filtering capabilities for incident reconstruction and evidence organization
- Gives simple and quick home page access to a multitude of functions (e.g., one-click to view a report)
- Collects activities from VESTA 9-1-1 features including the Auto Attendant; the Pocket Dial Filter; Automated Abandoned Callback; and the Queue Selector, which routes calls to the right ACD queue based on callers' responses
- Offers optional business intelligence solution for customized data views

OPERATIONAL EFFICIENCIES

- Provides KPIs specific to the emergency call center environment
- Supplies a near real-time event list with automatic event association and related detail information
- Meets any need with Lite, Standard, Hosted and Enterprise versions; cost-effective solutions for small to large, multi-site configurations
- Gives added support for Enterprise Multi-server deployment

RELIABILITY

- Permits easy access and maintenance with secure, browser-based application
- Leverages best-in-class software technologies (.NET, AJAX and SQL® Reporting Services) for a state-of-the-art solution
- Offers continued support for Microsoft® Windows® 2008 R2 server; Microsoft® Windows® 2012 R2 server; and Internet Explorer® 10 and 11 support