



# VESTA® SMS

## INTEGRATED TEXT-TO-9-1-1 TO SAVE TIME, SAVE LIVES

A key offering of our Next Generation 9-1-1 solutions suite is the VESTA® SMS solution, providing PSAPs the Text-to-9-1-1 capability they need now with standards compliancy and ease of use to assure their readiness for the future of Public Safety communications.

### MAKE A SMART, EASY MOVE TO TEXT-TO-9-1-1

Public Safety Answering Point (PSAP) officials need to know they are investing in the best Text-to-9-1-1 solution – one that not only meets their needs but builds on their success. Motorola Solutions' VESTA® SMS (Text-to-9-1-1) solution is proving to be the clear winner. For starters, it's compliant with the NENA i3 and Joint Alliance for Telecommunications Industry Solutions (ATIS) and the Telecommunications Industry Association (TIA) J-STD-110 specification. Its connectivity to the TCC is supported via the Emergency Services IP Network (ESInet) or dedicated, redundant IP circuit(s).

Yet, one of the most important elements is its integration into Motorola Solutions' industry-leading VESTA® 9-1-1 call handling solution. Their seamless interaction makes it easy for Telecommunicators to receive and manage text messages because they are viewing the text queue and responding to individual messages from the same application they're already accustomed to. As a result, minimal training is required and the level of 'change' within the PSAP is reduced, even when implementing a 'new' application.

Once logged into the VESTA 9-1-1 system, Telecommunicators will see text sessions that have been routed to their PSAP and will be notified of any new text messages. They can then choose to respond to the longest waiting session or pick any available session from the list, making those users unavailable to take Automatic Call Distribution (ACD) voice calls, if desired.

A conversation window allows Telecommunicators to type in messages or select pre-defined messages, such as common questions and phrases, to speed response. The dialog is automatically and clearly displayed and marked with a time stamp. And, Telecommunicators can transfer an SMS session, including the entire conversation and location information, to another queue if necessary.

By implementing the VESTA SMS solution, you place your PSAP further down the path to NG9-1-1 – not only by choosing a standards-based solution, but by ensuring your Telecommunicators are equipped to handle the changes to Public Safety communications. Let us help you protect your investment and be prepared

## KEY BENEFITS

### OPERATIONAL EFFICIENCY

- Allows users to switch between active voice and SMS sessions with location and other information automatically displayed for the selected session
- Provides the ability to configure common messages and questions that can be easily selected and sent, keeping Telecommunicators from having to type repetitive messages
- Routes incoming SMS calls to other agencies, if desired, based on such criteria as time of day, agency status, queue status and time waiting in queue, using Policy-Based Routing Function (PRF)

### FLEXIBILITY

- Supports location display on the VESTA® Map Local solution with detailed location information immediately provided and automatically refreshed as configured
- Integrates with VESTA® Analytics to provide, for example, recall and chain of event of recorded SMS calls, giving management a look at all aspects of the call center
- Offers the ability to answer text calls from either the priority answer (single queue) or the selective answer list
- Enables the display of abandoned SMS calls

### ROBUST ADMINISTRATION

- Allows supervisors to determine and configure which individuals support SMS calls via the agent role and console layout
- Supports role-based assignment of queues at VESTA® 9-1-1 login
- Allows for configurable waiting time in queue timeout actions, such as route to an alternate queue
- Offers the ability to manage multiple active text sessions, up to 10 and with a default of three

## THE VESTA® SOLUTIONS SUITE

Our VESTA® Next Generation 9-1-1 solutions serve more than 60% of all U.S. Public Safety Answering Points, as well as Federal DoD operations globally. Our Emergency Notification solutions support the communications needs of hundreds of public and private sector organizations worldwide. As one of the most trusted solutions providers in Public Safety communications, we help people be their best in the moments that matter.

Experience the VESTA difference.



The VESTA® SMS solution integrates with the VESTA 9-1-1 call handling solution for seamless management of voice and text calls.

For more information, please visit us on the web at: [motorolasolutions.com](http://motorolasolutions.com)



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