ENHANCE YOUR CRS
CALL HANDLING CAPABILITIES

CALL ASSIST

MOTOROLA SOLUTIONS

INCREASED EFFICIENCIES
TO DRIVE BETTER OUTCOMES

The primary focus of your public safety organisation is to deliver the best outcomes for the people within your community. This often starts with how effectively you are able to handle the critical first request for help.

Derived from more than 2,000 hours researching your mission critical workflows and collaborating with many control room operators, Call Assist was specially designed with operators in mind—to help you overcome the daily challenges and deliver better outcomes to the communities you serve.

Call Assist is the intuitive contact management experience within the CRS software that ensures the public's calls for help are handled efficiently and effectively and provides an optimal user interface and simplified workflow for the operator. With Call Assist, operators can immediately see critical information associated with the contact, providing early warning of higher risk situations, and efficiently complete emergency and non-emergency call cases in fewer key strokes.

ACHIEVE CALL RECORD CONSISTENCY

OPERATORS QUICKLY CAPTURE CRITICAL DATA TO DELIVER THE RIGHT RESPONSE TO CITIZENS

Knowing what data to collect and maintaining consistency among call records is a challenge. When every second matters to your response, Call Assist enables you to accurately capture incident information in a standardised format. Upon answering a call, Call Assist automatically initiates a new call record and provides a library of forms for both general call data and specialised incidents. These forms prompt the operator to ask the right questions for each call type.

A sample of forms include:

- General Contact form
- Thrive Assessment form
- Anti-Social Behavior form
- CSODS – Sarah's Law form
- DVDS – Clare's Law form

With some fields auto-populated and others offering predefined choices, Call Assist simplifies the data collection process while also reducing the number of incomplete fields and miskeyed entries.

ACCESS INSIGHTFUL DATA SEARCHES

REDUCE RISK TO OFFICERS AND VULNERABLE CITIZENS WITH BETTER INFORMATION AT POINT OF DISPATCH

Call Assist displays critical, relevant information at your fingertips, without having to manually search for it. As data field information within the call form is keyed in or auto-populated, Call Assist initiates automatic database searches of your accessible agency databases, such as CAD and the RMS, to identify information that may relate to the current caller incident. Automatic searches may include background checks for the caller and others involved as well as threats and warning markers for people, locations or vehicles. Police National Computer (PNC) checks can also be manually triggered. The results are presented in a concise, on-screen format, to promote more informed decision-making at-a-glance.
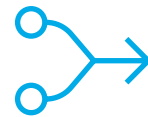
COLLECT SENSITIVE INTELLIGENCE

INCREASE AGENCY CONFIDENCE IN RMS DATA BY CAPTURING HIGH-QUALITY INFORMATION

When someone calls in to share information, especially when the information is related to a danger or crime, it is important that the data is captured accurately, assessed for credibility and treated sensitively. With Call Assist, information for all call types is recorded and stored within the solution with the option to push critical intelligence data directly to the RMS (Niche). Intel calls can also be pushed directly to the Intel system (Niche) for further processing after being assessed for credibility by special intelligence officers. Using the same dictionaries as the RMS, Call Assist ensures that your data is always consistent and will not fail validation checks later in the process. Plus, once pushed to the Intel system, details from the original contact record are cleared to protect the confidentiality of the caller.

ENHANCED CALL HANDLING FOR THE MODERN WORLD

INTEGRATES WITH CAD

- Transfer data to CAD with a single button click and provide continuous updates as the call record is updated
- Avoid the need to re-key information, improving response times and reducing risks of additional data entry errors
- Automatically search CAD to auto-populate call record data fields within Call Assist

SUPPORTS DATA SHARE BY EMAIL

- Select specific records data to send by email to staff or other agencies for support or follow-up
- Add a subject line and supporting notes
- The email is recorded into the Call Assist record

NEXT-GENERATION EVOLUTION WITH A DEDICATED TECHNOLOGY LEADER
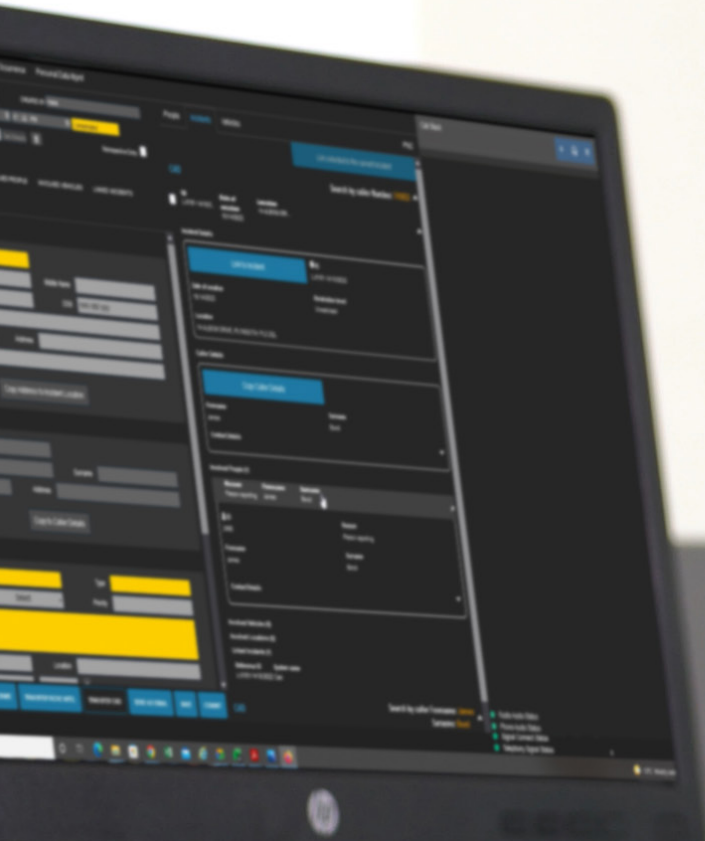
WE BUILD SOFTWARE FOR MISSION-CRITICAL ENVIRONMENTS WHERE EVERY SECOND MATTERS.

CRS and other applications in our software suite unify data and streamline workflows. From first contact to case closure your information is put to better use, to improve safety for critical personnel and enable you to focus on the communities you serve. With more than 90 years of proven public safety leadership and the industry's first and only mission-critical ecosystem, our suite is transforming the public safety experience. Combined with unified two-way radio and broadband communications, video security and analytics, and world-class cybersecurity and services, our ecosystem is the technology lifeline your mission depends on. Our mission is to never stop advancing it.

For more information about Control Room Solution, visit www.motorolasolutions.com/crs

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