Non-Emergency Call Agent

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.

Non-Emergency Call Agent 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.

Non-Emergency Call Agent 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?

Non-Emergency Call Agent 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.

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Answer non-emergency calls without draining resources

Configurable call queue routing to align with PSAP workflow

Non-Emergency Call Agent is designed to help. Multiple configuration options allow PSAPs to decide how to deploy Non-Emergency Call Agent to best align with their existing workflows. PSAPs may choose for calls to go directly to Non-Emergency Call Agent without appearing on a telecommunicator's queue, appear in the queue for a certain duration before rolling over to Non-Emergency Call Agent 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.

Gain back time and resources

Non-Emergency Call Agent offers PSAPs a simplified, streamlined service with different options to offload non-emergency calls based on existing workflows and staffing needs.

Let Non-Emergency Call Agent help your PSAP increase the level of service for emergency calls and community satisfaction. Gain back time and resources.

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

Safer Everywhere

Non-Emergency Call Agent 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**

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