



# Assist AI

## Enhanced call handling tools for your VESTA system

Make the telecommunicator's job easier, reduce the stress, speed up response, boost morale. Providing your team with the latest software tools to work faster and more efficiently benefits the Public Safety Answering Point, PSAP, and the community.

Telecommunicators make rapid decisions from the moment an emergency call is received. To do that they must piece together information from multiple sources on different systems.

As the data increases in complexity, so does the telecommunicator's stress and mental fatigue - leading to burnout and ultimately staffing challenges.

Assist AI for 9-1-1 augments the support, critical thinking and communication skills of the telecommunicator with a set of cloud call handling tools with built-in assistance from AI.

With these tools, your staff lessens the time spent asking the caller the same or similar questions, decreases time spent on processing and organizing data and can verify the 9-1-1 caller's address before it goes to CAD - all saving valuable seconds.

Assist is native to VESTA NXT and included in the VESTA Hybrid offer.



# Bring relevant data to the surface

Assist enhances the telecommunicator's experience by automatically gathering, sorting and surfacing information from the live 9-1-1 call to help the telecommunicator make the most informed decisions, quickly and helps manage non-emergency calls.

Once the call is answered, key incident characteristics, including location data and a real-time transcription, translation and summary of the call automatically populate along with caller profile data. If the public sends media to the PSAP, i.e., streaming video, AI creates a real-time summary description of the image so the telecommunicator can choose to view it or not, based on their comfort level with the content. The result - less stress, fewer clicks, fewer tabs and no digging for information - meaning the telecommunicator can be more present for the caller in their moment of need.

The PSAP can also leverage Assist to directly receive and resolve non-emergency calls, helping PSAPs better manage the quality of service to their communities and alleviate telecommunicator stress.



## The Assist tools include:

### Transcription/Translation

Real-time transcription and translation, including the extraction of key information as foundational data for ongoing analysis

- Converts 9-1-1 call audio to a searchable text document
- Transcribes telecommunicator voice into the caller's native language, streaming into the audio call channel
- Translates up to 56 languages
- Identifies critical information (keywords, locations, names, numbers) for call dynamics
- Generates real-time and post-call summaries for concise, actionable insights from conversational data
- Allows supervisors to monitor calls in real-time from any location as a cloud service

### Location processing

Precisely identifies and maps critical geographical information from spoken input

- Geospatial integration - processes location entities using GIS (Geographic Information Systems)
- Spoken location mapping: maps various forms of spoken location data, including addresses, common places, intersections and coordinates

### Location data

Aggregates, sorts and surfaces locations identified from the call transcript and available data onto the Focus work area to quickly, easily identify a dispatchable address.

- Compares location against an authoritative geo-locator to ensure a dispatchable location
- Validates the preferred location for an address quickly and easily

### Caller profile

Automatically displays information previously provided by the public, if available, such as home and work addresses, family members, medical conditions and disabilities

- Helps the telecommunicator assist the caller
- Provides first responders greater situational awareness at the incident

### Media Summary

Creates a real-time description of an image sent by the public

- Not all PSAPs want telecommunicators to see the visuals the public may send
- Not all telecommunicators want to see the image

### Manage non-emergency calls

Up to 60% of 9-1-1 calls across the U.S. are actually non-emergency, impacting the resources and time available to handle true 9-1-1 calls for service. Our solution, Non-Emergency Call Agent addresses this problem.

- 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
- Multiple configuration options allow PSAPs to decide how to best deploy the cloud service to align with their existing workflows
- Non-Emergency Call Agent integrates with VESTA 9-1-1 and VESTA NXT







Get a quick snippet from Jenn Reidy, Director Emergency Communications Center, Montgomery County Police Department, MD on the benefits of [real-time transcription](#).

[Click here](#) for the entire interview.

## AI and Responsible Innovation

At Motorola Solutions, safety and security are at the heart of everything we do and we recognize safety starts with trust. Our Responsible AI and Technology Stewardship Governance Program is a key component as we implement the guidance of the Motorola Technology Advisory Committee (MTAC) and institutionalize trust in partnership with stakeholders across Motorola Solutions. Our core belief is that AI augments and accelerates human decision-making; it does not replace it. Our AI systems are always advisory, not programmed to take consequential actions independently in mission-critical scenarios.

We are building the governance and compliance structures that consistently and meaningfully evaluate our capabilities, identify risks, and recommend mitigations that uphold the principles of our blueprint across responsible AI and technology stewardship.

## Safer everywhere

Assist AI for 9-1-1 is part of the Motorola Solutions ecosystem where we build and connect safety and security technologies. Our never-ending pursuit is to help keep people safer everywhere.

Learn more about **Motorola Solutions Assist**.



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