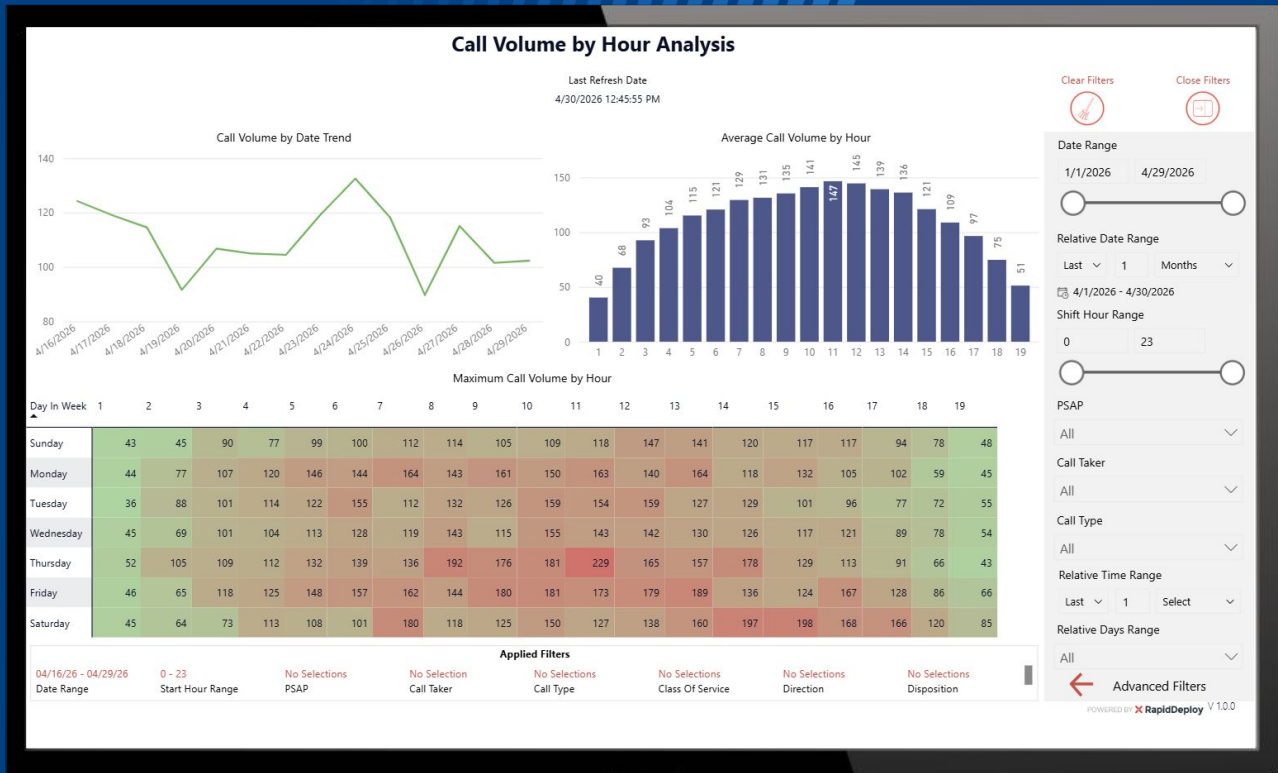
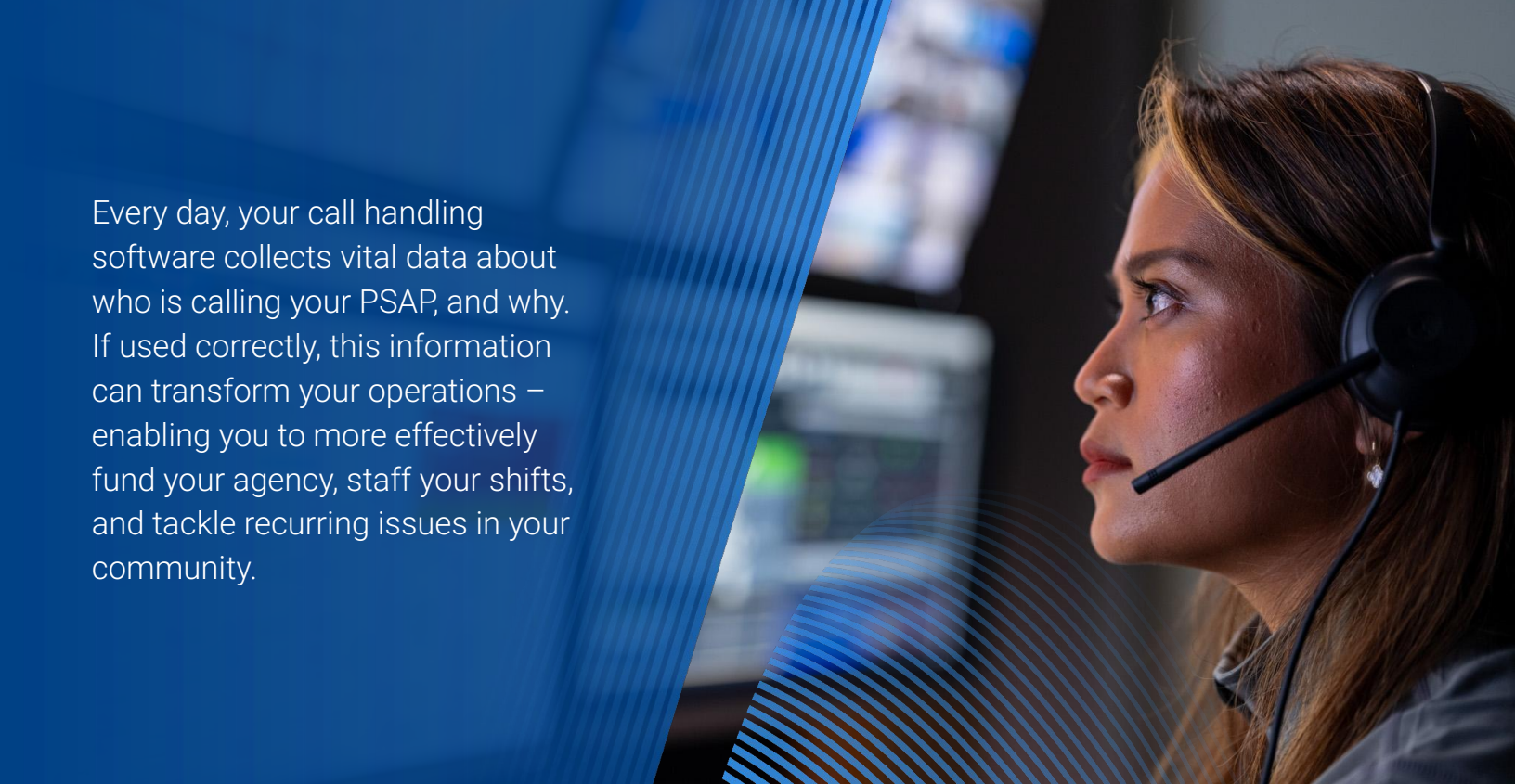


Eclipse Analytics

Distill complex emergency call data into accessible insights





Every day, your call handling software collects vital data about who is calling your PSAP, and why. If used correctly, this information can transform your operations – enabling you to more effectively fund your agency, staff your shifts, and tackle recurring issues in your community.

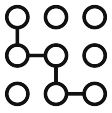
Eclipse Analytics is a vendor-agnostic platform that maximizes your data's potential, scaling effortlessly from a single municipality to an entire region or state. Gain intuitive, immediate access to every facet of your PSAP's performance metrics in an easy-to-navigate user interface, so you can easily unlock operational consistency across shifts and jurisdictions.

Use dynamic reports to quickly drill down as far as you want, spanning statewide databases to individual call records, without running a completely new report. Leverage common language search functionality to return the exact parameters you're interested in, even if you're brand new to the platform. Instead losing your weekend to running and re-running reports, simply type in what you need and schedule it to run weekly. View a detailed location summary for each call to pinpoint areas of interest in your community and identify repeat callers. Input your target response times to see a high-level summary of suggested staffing levels.

Benefit from the larger user community; whenever we build a new report to meet changing industry standards, we roll it out to everyone, so you can leverage the latest peer-driven innovations for free. Post-call, investigators can securely access and analyze data independently, without requiring any intervention from your PSAP.

Eclipse Analytics removes the technical barriers to your data and the inconsistencies of manual reporting, allowing you to focus less on running reports and more on the life-saving decisions that define your PSAP.





Go from high-level trends to granular metrics, in seconds

Analyze any volume of call information from your jurisdiction with ease: simply click a data point to dive into the specifics, then drill down as far as you need, without running a new report.



Access expert insights at any skill level

You shouldn't need a degree in statistics to access the information that's relevant to your PSAP. Interrogate complex data with simple language for effortless, real-time visibility.



Proactively identify challenges in your community

Eclipse presents an intuitive view of all location data associated with a record, so you can assess the real-world context behind a call from anywhere – not just the PSAP.



Predict target service and staffing levels for quicker response times

Provide better service for your community, and reduce the pressure on your team, with a detailed understanding of current and potential coverage levels at a glance.



Future-proof your reports and innovate together as best practices evolve

What's implemented in one PSAP could benefit everyone. Work from our ever-growing shared library of pre-configured reports to ensure you're getting the most from your investment.



Empower investigators with secure, easy access to the data they need

Eclipse facilitates secure, self-service access to call detail records via granular, role-based permissions. This empowers external partners to build cases independently, saving your PSAP staff from the constant interruption of manual data requests.



Key specifications

FEATURES	
Audit log	View all actions taken on the system, filterable by date and time.
Report library	View all available pre-set reports on the system. These include: <ul style="list-style-type: none">• Automated abandoned callback report• Answer time standards report• Telecommunicator events report (call activity, time in Ready/Not Ready status)• Call volume by PSAP report (total calls, total answered calls, total abandoned calls)• Ring time statistics report• Summary reference report (overview of all high-level metrics)
Interactive reports	Filter results by a wide range of criteria, including date, time, PSAP, telecommunicator, call type and more. Alternatively, filter all results in a report by selecting one element. This will return the results for that one element in relation to the others.
Bookmark	Save a custom report to quickly run at another date or time without needing to set the filters again. Bookmarked reports can be securely shared with collaborators via email, and can be scheduled so they are automatically re-sent at a certain frequency.
Export	Export report data as a summary, in full, or in its current layout (i.e. table or matrix).
Call search	Locate an individual call via a range of search parameters, including time, date and call type. Data about a call – including PSAP, telecommunicator information, caller information, call events, text information and location information – will be displayed.
Staffing module	Apply criteria – such as target service level, answer time goal and target telecommunicator processing time – to view a heatmap of staffing requirements required to meet those goals.
Insights on-demand	Create custom reports using plain-language queries (e.g. “volume of calls by hour and weekday”), similar to running an internet search.
Roles and permissions	Create custom roles, to ensure users only access the elements of Eclipse which are relevant to their job responsibilities.

Learn more at motorolasolutions.com



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