INCREASE CALL TAKER FOCUS FOR FASTER RESPONSE

PUT INTEGRATED CALL CONTROL TO WORK IN YOUR PSAP WITH CALLWORKS CALLSTATION AND FLEX CAD

Many agencies today have separate call handling and dispatching solutions, interrupting the workflow. Focus, efficiency and speed are all affected.

Motorola Solutions’ NG9-1-1 CallStation and Flex CAD offer a more efficient call management approach by integrating call handling into CAD and easing the call taker’s already stressful job. The result is a more efficient workflow that saves time. The call taker minimizes keystrokes, reduces errors and speeds response. Now, answering a call, creating an incident, dispatching and releasing a call can be accomplished in as few as four keystrokes - all from one screen.

SPILLMAN FLEX CAD is a fully integrated and flexible off-the-shelf solution. By bringing the CALLWORKS CALLSTATION functionality into Flex CAD, your agency gains a superior call handling and dispatch application in one.
INTEROPERABLE SOFTWARE
Motorola Solutions Flex CAD and CallWorks CallStation software are interoperable with each other. Interoperability helps you increase the speed and accuracy with which you manage 9-1-1 incidents offering the call taker greater confidence and a richer user experience.

WORKFLOW EFFICIENCY
The integration of call handling and CAD makes it easier for the call taker to manage the 9-1-1 call while remaining in the CAD screen. Let’s take an example.

When transferring a 9-1-1 call with the CAD incident data from one position to another, there are multiple steps involved. Plus there is uncertainty whether all the information is transferred. With integrated call control the transfer occurs by pressing one button and the complete CAD incident is transferred with the call. The screen opens and populates with the call details including any comments. There is no retyping of information. Time is saved. Risk of error is removed. The call taker can dispatch more quickly and more efficiently.

ONE MAP
With CallStation / Flex CAD, the location of the call is in one place - the Flex CAD map. Plus, you can easily view the call status and resources available. Calls are coded by call type: incoming, answered and completed, making it easy to view call patterns and quickly identify any new calls unrelated to a known incident, improving coverage in real time.

PEACE OF MIND
Multiple vendors can mean multiple headaches in dealing with disparate systems, all translating to precious time away from protecting your community. With our solution, 9-1-1 agencies have one vendor to contact for support for NG9-1-1 and CAD. Whether by phone, email or online, we are committed to providing a quick response and answers to resolve questions and issues.

To learn more about our Next Generation 9-1-1 solutions, visit www.motorolasolutions.com/ng911

To learn more about CommandCentral, visit www.motorolasolutions.com/software