# CALL HANDLING

## SECURE AND SIMPLIFY 9-1-1 OPERATIONS

MOTOROLA SOLUTIONS

# ◠ CALL HANDLING

# MEET 9-1-1 CHALLENGES HEAD-ON

Ever-changing technology, rising security concerns, and budget constraints add stress to already overburdened resources. CommandCentral Call Handling, from Motorola Solutions, helps Public Safety Answering Points (PSAPs) meet these challenges head on and thrive in the Next Generation 9-1-1 (NG9-1-1) world.

CommandCentral Call Handling is part of a connected ecosystem of public safety software designed to connect all data, heighten collaboration and deliver a more complete view of an incident, from call to case closure.

## EXPERIENCE THE BENEFITS

- Gain greater budget certainty with a subscription service
- Realize the highest levels of security to ensure operational continuity
- Reduce IT complexity – increase reliability and scalability
- Simplify deployment and upgrades
- Serve citizens with the latest technology advances
- Reduce floor and rack space – with cloud you have a smaller footprint
- Minimize training with the intuitive user interface
- Streamline access to online services, accessible from anywhere, increasing mobile usage options

## 9-1-1 TELECOMMUNICATOR
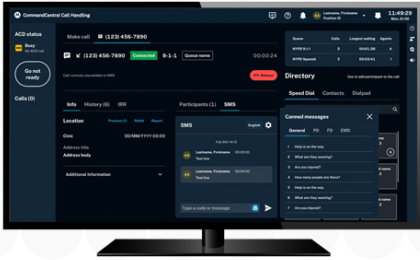
### KEY FEATURES

- NENA i3 Compliant Call Handling System
- Basic ACD (Automatic Call Distribution) Capability
- Enhanced Supervisor Functionality Including Supervisor Dashboard
- Evidentiary Grade Storage for Visual Media and Audio through Command Central Evidence
- Enhanced Mapping Capability with CommandCentral Aware for 9-1-1 Integration
- RapidSOS Caller Location Mobility
- Mobile Device to Take Calls from Any Location
- Accept Streaming Video from Citizens
- Text-to-9-1-1 (SMS/MSRP)
- History- 9-1-1 (Voice and Text Calls) and Admin Calls
- Call Recording to Cloud / Playback

# WORK INTUITIVELY DECREASE COMPLEXITIES INCREASE MOBILITY

## HELP TELECOMMUNICATORS STAY AGILE AND CONFIDENT

Many of the systems telecommunicators must manage simultaneously were never designed to work side by side, adding strain to an already strenuous job. With CommandCentral Call Handling, telecommunicators gain a user interface built for the job they must do. Intuitive and easy to learn, the interface removes unnecessary tasks and steps, offering a non-intimidating experience that is satisfying to use.

## ENSURE 9-1-1 OPERATIONAL INTEGRITY

A ransomware attack can cost a PSAP up to hundreds of thousands of dollars or more. Without a secure platform, the PSAP data and systems are at risk, especially now when PSAPs must connect with sites outside their 'walls.' CommandCentral Call Handling's built-in security controls and processes solve this problem to help better secure PSAP operations. Motorola Solutions' detailed security requirements ensure the most reliable solution for public safety agencies.

## GAIN BUDGET CERTAINTY

Budgeting for hardware refreshes, as well as for new investments necessary to protect citizens in NG9-1-1, can be challenging. CommandCentral Call Handling is delivered as a cloud subscription service with reduced capital expenditures, so you gain greater certainty in your spending and easier year-to-year budgeting.

## RELIEVE IT HEADACHES

As a cloud service, CommandCentral Call Handling provides a standard IT platform to reduce the complexity and remove the burden for PSAPs with limited IT resources and processes. The outcome minimizes the on-site hardware footprint, saving floor and rack space, but also lowers IT costs and offloads maintenance and other IT-related tasks.

## KEEP YOUR TECHNOLOGY CURRENT

With CommandCentral Call Handling's cloud infrastructure, you get fast access to the latest functionality. Upgrades are simplified since less coordination is required. In addition, should your PSAP's needs change, the flexibility of a cloud platform enables CommandCentral Call Handling to easily grow or change with you, so your solution is always right-sized.
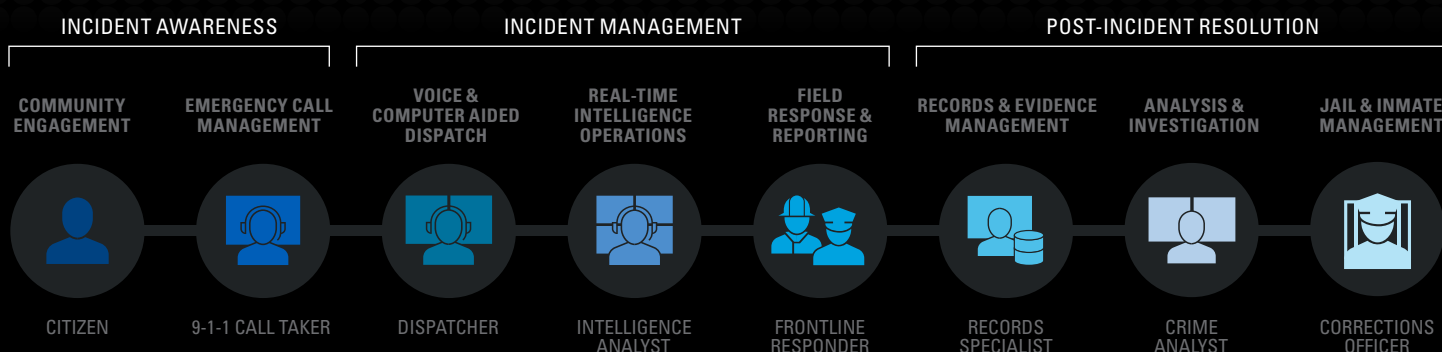
## MONITOR PERFORMANCE

The dedicated team and advanced technology of Motorola Solutions' Network and Security Operations Center (NSOC) constantly monitors the performance of your solution and its cloud infrastructure to identify and fix minor issues.

## BE MOBILE

CommandCentral Call Handling provides the option for a mobile device for a call handling position. The device has exactly the same interface as the main workstation, so no additional training is needed.

# COMMAND CENTRAL

**CONNECTED. COLLABORATIVE. COMPLETE.**

360°
INCIDENT

**INCIDENT AWARENESS**

**INCIDENT MANAGEMENT**

**POST-INCIDENT RESOLUTION**

| COMMUNITY ENGAGEMENT | EMERGENCY CALL MANAGEMENT | VOICE & COMPUTER AIDED DISPATCH | REAL-TIME INTELLIGENCE OPERATIONS | FIELD RESPONSE & REPORTING | RECORDS & EVIDENCE MANAGEMENT | ANALYSIS & INVESTIGATION | JAIL & INMATE MANAGEMENT |
|---|---|---|---|---|---|---|---|
| CITIZEN | 9-1-1 CALL TAKER | DISPATCHER | INTELLIGENCE ANALYST | FRONTLINE RESPONDER | RECORDS SPECIALIST | CRIME ANALYST | CORRECTIONS OFFICER |

# THE INDUSTRY'S MOST COMPLETE EOCSYSTEM

You depend on solutions that help deliver on the promise of a safer world. CommandCentral Call Handling and other applications in our CommandCentral software ecosystem unify voice, video and analytics to bring clarity to decisions and simplify collaborative workflows. Individually, every Motorola Solutions product and service makes the world safer. United, they are exponentially more powerful. Let's build the future of safety together.

For more information about CommandCentral Call Handling, please visit:

**www.motorsolutions.com/ng911**

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