

# USE CASE

# FIELD WORKER SAFETY

Safer Utilities

## Operational View



### DETECT

#### ALERT OF ESCALATING CUSTOMER INTERACTION

A field worker's customer service call becomes confrontational so the worker activates their body-worn camera which automatically sends an alert to the control room or appropriate staff directly on their device of choice.



### COMMUNICATE

#### FIELD COMMUNICATION

Control room operator sees the situation is under control but verifies that the worker is now safe over their radio.



### ANALYZE

#### REAL-TIME VIDEO VERIFICATION

Control room operator determines the location of the distress signal/worker, via the emergency alert, and views live video stream from their body-worn camera.



### RESPOND

#### INCIDENT DOCUMENTATION

An incident is logged with relevant data for analysis.

## Technology View



### DETECT

- Body-Worn Cameras
- Radio Communications: Worker Down Detection/ Emergency Button
- Orchestrate



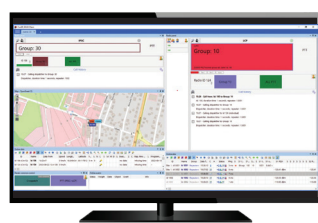
### ANALYZE

- Control Room Solutions
- Location Monitoring
- Body-Worn Cameras



### COMMUNICATE

- Radio Communications: Voice & Multimedia
- WAVE PTX™: Broadband Push-to-Talk and Multimedia Sharing
- Dispatch Software



### RESPOND

- Control Room Solutions

\*Camera footage is for illustrative purposes only

Motorola Solutions UK Ltd. Nova South, 160 Victoria Street, London, SW1E 5LB, United Kingdom.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2024 Motorola Solutions, Inc. All rights reserved. 02-24