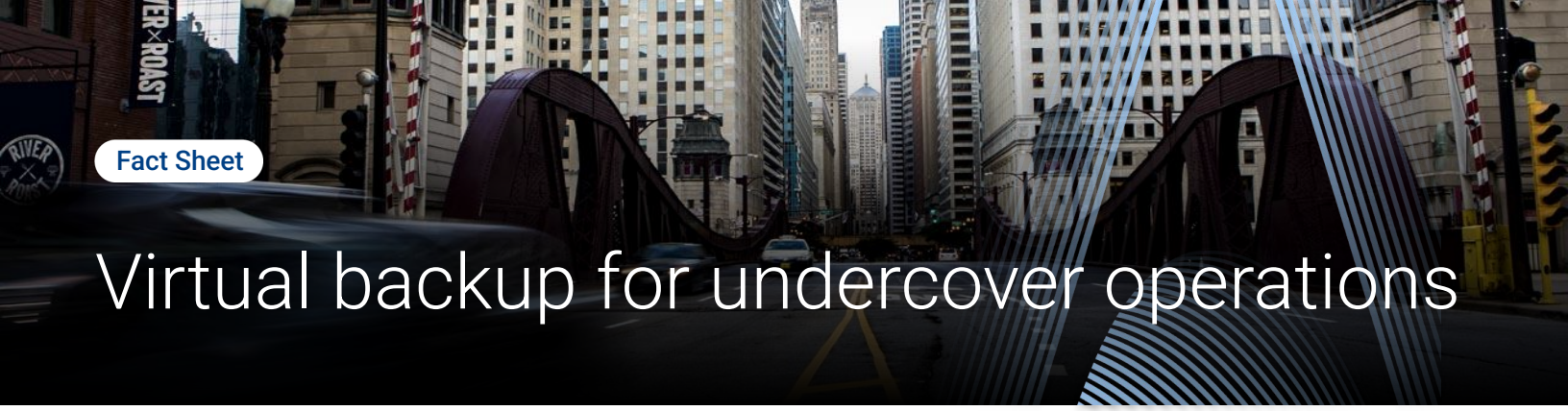


Fact Sheet

Virtual backup for undercover operations

When an undercover operation is in progress, information gaps aren't just an inconvenience—they are a safety risk. For too long, undercover operations have lived in a separate silo, forcing command centers to toggle between screens to locate officers in high-risk environments.

The integration of Callyo Investigative Solution's Active app and CommandCentral Aware changes that. By bringing investigative tools directly into your primary operating interface, we've created a single, unified view for every mission.

See undercover activity on one map

View the real-time location of undercover officers alongside your patrol units, CAD incidents and other integrated resources and events. Give supervisors and real-time crime center operators greater visibility into field activity and nearby resources.

Bring live video into view

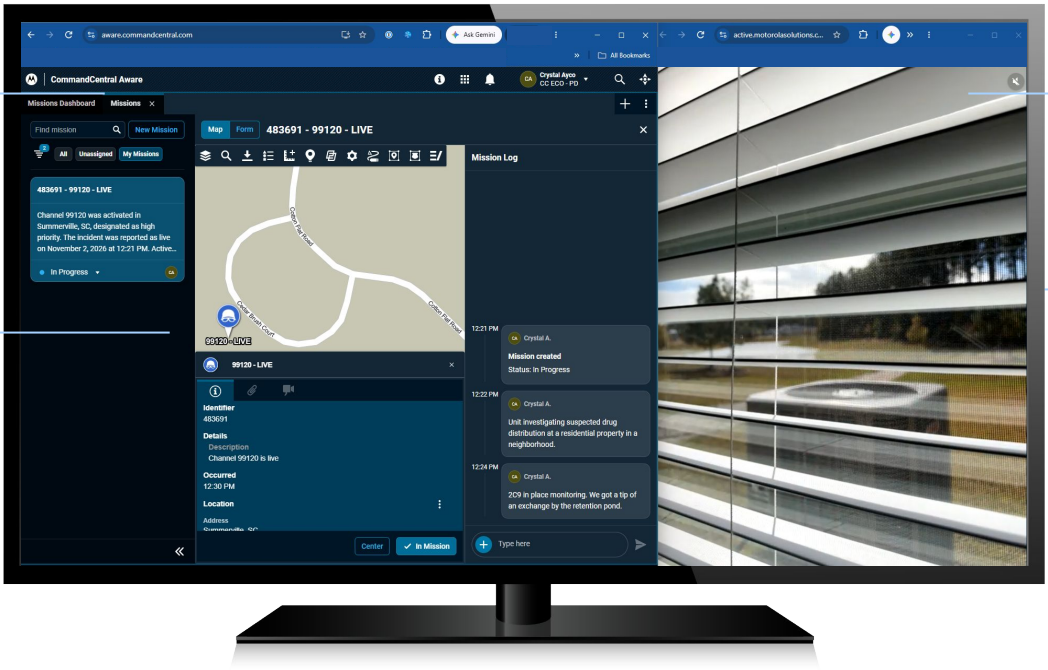
Access available video from the Callyo Active app alongside other integrated video sources in CommandCentral Aware. Help operators understand unfolding situations with greater visual context.

Coordinated support with context

Use location information, available video and other operational information to help assess situations and coordinate appropriate support for undercover officers.

Get notified when an Undercover mission goes live.

View live location of surveillance and undercover teams.



View real-time video of undercover operation.

Start a Mission to log real-time operation support activities.

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Callyo & CommandCentral Aware: The virtual backup you need

Give undercover operations virtual backup from the real-time crime center by connecting Callyo Active with situational awareness software CommandCentral Aware.

Callyo Active + CommandCentral Aware in action

1. **Initiate an undercover operation**
   An undercover officer starts an operation in Callyo Active, generating an event that can be surfaced in CommandCentral Aware.

2. **View activity and location**
   Real-time crime center operators receive the event information and can view associated location alongside other operational activity on the CommandCentral Aware map.

3. **Access available live video**
   Operators can view available live video from the Callyo Active app alongside other integrated video sources, providing additional context for the operation.

4. **Coordinate support and document activity**
   Operators use location and video information to help assess the situation and coordinate appropriate support.

5. **Document mission activity and generate reports**
   The RTCC operator launches an Aware Mission workspace to create a chronological log of events, video observations and support actions throughout the operation. Afterward, the operator can log actions in the Mission report to document support activities.

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