



Smarter & Safer™

# Solacom Guardian Call Handling Solutions

## 5 Core Advantages of Solacom Guardian

- 1 Integrated 9-1-1 call display & handling from Guardian Map
- 2 Integrated Text-to and from 9-1-1
- 3 RapidSOS NG9-1-1 Clearinghouse for enhanced location accuracy
- 4 Flexible user interface
- 5 Built-in Automatic Call Distribution (ACD) solution with skills-based routing



Transform your PSAP with Next Generation 9-1-1 Call Handling solutions from AT&T.

Rely on smarter call handling technology, support and services that help improve response times as well as public safety outcomes. Guardian 9-1-1 Call Handling by Solacom is one of the most flexible, user-centric voice, data and video emergency call-management solutions for PSAPs.



**Solacom – a leader in public safety innovation.**

Solacom is industry-recognized for its singular focus in public safety communications management. Solacom Guardian 9-1-1 Call Handling and management solutions are built on more than 30 years of advanced hardware and software technologies purpose-built for public safety.

Guardian 9-1-1 Call Handling supports thousands of agencies – from dense urban environments to statewide deployments – with streamlined 9-1-1 call handling and management processes that enable more efficient collection of critical information in emergency situations.

# Proven in PSAPs every day.



## Guardian 9-1-1 Call Handling

Better technology leads to better emergency communications.

Guardian 9-1-1 Call Handling by Solacom is one of the most flexible, user-centric voice, data and video emergency call-management solution for PSAPs.

Solacom's advanced solution is engineered to streamline 9-1-1 call handling and processing, enable more efficient collection of critical information and speed information delivery to first response teams in any situation. Best of all, Guardian 9-1-1 Call Handling is ideal for transitioning to next-generation call handling.

## Guardian Text

- Integrates Text-To and Text-From-9-1-1 capabilities into the Guardian call control system
- Full-featured short message service (SMS) function available when you need it
- Configure pre-scripted outbound text messages for quick response to text-to-9-1-1 calls
- Enable call takers to reconnect with disconnected or abandoned callers via text

## Integrations

- AT&T ESInet™ Service
- West TXT29-1-1
- SIP PBX
- RapidSOS
- 3rd Party Call Recording



## Guardian Map

Clearly locate and map emergency calls.

- Call takers can access location data immediately regardless of how the call comes in
- Captures and displays critical call location information
- Features RapidSOS NG9-1-1 Clearinghouse for enhanced location accuracy
- Delivers complete geographic information system (GIS) spatial and geographic data to the desktop
- Advanced mapping capabilities include an icon-based map display to allow call takers to view the location and status of all 9-1-1 calls at a glance

# Purpose Built 9-1-1 Call Handling.



## Guardian Management Information System (MIS)

Guardian-integrated call-logging, tracking and reporting.

- MIS application supports all i3 logging specifications and standards
- Built-in, customizable report templates
- Efficient means of gathering, viewing and distributing a greater variety of data, including time-to-answer
- Automatically collects critical statistical information for quick, easy access when you need it



## Solacom Managed Services

Help ensure your PSAP runs at peak performance—every day.

- Active Remote Monitoring
- Anti-Virus Management
- Software & Hardware Support
- OS Patch Management
- Disaster Recovery

## Modernize to NG9-1-1 with a Smarter Partner.

Let AT&T — the industry leader in Public Safety emergency communications — help you implement the Solacom Call Handling solution.

Smarter technology customized to your PSAP can help simplify your transition to NG9-1-1, improve caller location, clarify incident details as well as improve response times and public safety outcomes.