

Smarter & Safer™

VESTA® 9-1-1 Call Handling by Motorola Solutions

5 Core Advantages of the Motorola Solutions' VESTA Suite

- ① The heart of the VESTA NG9-1-1 Suite
- ② Over 60% of all U.S. 9-1-1 calls are received by the VESTA 9-1-1 call handling solutions
- ③ Integrated VESTA® Map Local quickly identifies caller location
- ④ VESTA® Analytics offers actionable MIS details
- ⑤ VESTA® Network & Security Operations Center offerings help ensure uptime and reliability



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. VESTA 9-1-1 by Motorola Solutions is one of the most flexible, user-centric voice, data and video emergency call management solutions for PSAPs.



Motorola Solutions' VESTA 9-1-1

Greater public safety starts here.

VESTA 9-1-1 is a smart and flexible emergency call handling system that simplifies operations, allowing you to respond quickly and accurately. The VESTA 9-1-1 system continues to rise to the challenge, helping call takers do their job with confidence.

- Born in 2012 and has evolved based on standards and customer feedback to become the most trusted 9-1-1 solution
- Over 14,400 positions in more than 2,400 PSAPs trust VESTA 9-1-1
- Powerful ways to support valuable PSAP resources, increase productivity and make it easy to provide fast responses that save lives

The leading call handling solution in the U.S.



Motorola Solutions' VESTA 9-1-1 Call Handling

Deployed in more than two-thirds of the most populous U.S. cities, VESTA 9-1-1 is unrivaled in its number of deployments and its flexibility to meet the needs of PSAPs of any size.

- More than 100,000 Telecommunicators interact with our 9-1-1 equipment every day to protect over 200 million people 24/7
- Nearly 150 VESTA call handling systems are in service at Federal and Military installations worldwide
- Use of our VESTA Emergency Notification solutions spans over 20 countries and over 20 industries

Greater system capacity

VESTA 9-1-1 supports up to:

- 250 Positions per host system
- 100 Agencies
- 750 Lines
- 200 Queues
- 90 IP Phones
- 2,000 Agents

Integrations

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



VESTA 9-1-1 for a better, richer and more intuitive user experience.

Call takers and PSAP supervisors appreciate the highly configurable user interface that gives them flexibility to customize the console, placing key elements where they need them to more easily and confidently do their jobs.

- Multiple layouts and workflows
- Advanced dial directory for best-in-class contact management and dialing control
- Roles-based login with PSAP selection
- Automatic Call Distribution (ACD)
- Skills-based routing
- Dynamic conferencing
- Full multimedia and geolocation services

Smarter ways to keep our communities safe



Enhance productivity and operational efficiency.

Enhanced Auto Attendant functionality, System Health Monitoring and Automatic Abandoned Callback help keep up to 2,000 agents focused and functioning at peak efficiency.

This is in addition to other valuable features, including:

- VESTA® 9-1-1 Heads-up Display (optional) shows call taker status and overall system status
- Local Survivability to help remote PSAPs continue to take calls when connection to the host PSAP is lost
- Direct PSAP Interconnect, allowing multiple consoles at different PSAPs to interact through a transfer or conference call
- Multi-agency support (up to 100)
- Abandoned Call Queue
- Configurable audible alerts
- Enhanced IP phone
- Enhanced Instant Recall Recorder (IRR)



Motorola Solutions' VESTA Map Local

Help pinpoint callers' location faster – with greater accuracy – to save more lives.

- Optimal user experience provides a detailed interface for managing incidents and expands views past jurisdictional lines to more easily locate wireless callers on ArcGIS online maps
- Delivers operational efficiencies by saving valuable time with interactive tools, measuring area and distance with address and search tools – speeds response times by bringing GIS data to the forefront of decision making
- Helps first responders better serve wireless callers, following their movement and showing a confidence zone of their locations
- Utilizes new and powerful Esri technology, enabling a future proof solution and smart investment
- Integrates seamlessly with VESTA 9-1-1 call handling system for an all inclusive NG9-1-1 call handling solution



Motorola Solutions' VESTA Analytics

Get the indisputable facts to run your center more effectively.

- Enables sophisticated search and filtering for incident reconstruction, and features an Integrated Scenario Management System and optional business intelligence solution for customized data views
- Provides KPIs specific to the emergency call center and supplies a real-time event list with automatic event association and related detail information
- Permits easy access and maintenance with a highly secure, browser-based application and best-in-class software
- Displays critical PSAP Information, allowing trend analysis on call count, call answer times, average wait time and agent availability within the VESTA Analytics Dashboard

CALLS	LONGEST	LOGD IN	READY	BUSY	NREADY
2	0:08	9	0	0	0
2	0:18	6	1	1	1
JONESVILLE 2: NON-EMER Call = 4					
CALLS	LONGEST	LOGD IN	READY	BUSY	NREADY
4	0:02	4	3	0	0
2	0:10	9	0	2	0
JONESVILLE 3: NON-EMER Call = 3					
CALLS	LONGEST	LOGD IN	READY	BUSY	NREADY
2	0:05	7	2	2	0

Advanced solutions to handle voice and data



Motorola Solutions' VESTA® Network & Security Operations Center

The comprehensive offerings of our VESTA Network & Security Operations Center provide.

- **Monitoring and Response:** Proactive monitoring of key systems to mitigate risks
- **Virus Protection:** Optimizes system security without involving personnel or compromising operations
- **Patch Management:** Helps ensure data integrity, software compliance and system security at all times
- **Disaster Recovery:** Automatic data "saves" and real-time "snapshots" of all remotely monitored systems to a separate backup system



Motorola Solutions' VESTA® SMS

Minimize change, reduce disruption and simplify the learning with this integrated Text-to-9-1-1 solution.

- Allows users to switch between active voice and SMS sessions, supports pre-configured messages and routes SMS calls via Policy-based Routing Function (PRF)
- Integrates with VESTA Analytics, as well as VESTA Map Local to support location display of SMS calls, and offers configurable waiting times and the ability to manage up to 10 active text sessions



Motorola Solutions' VESTA® CommandPOST

Automate your operations quickly and easily with our unique and cost-effective mobile 9-1-1 solution.

- Extends public safety's reach, providing remote 9-1-1 call handling capabilities directly at the point of need to keep people connected when it matters most
- Ruggedized mobile package that is also lightweight, portable and versatile to meet Public Safety demands

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

Let AT&T — the industry leader in Public Safety emergency communications — help you implement Motorola Solutions' VESTA® 9-1-1 Call Handling.

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

i3 Compliant

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Learn more at att.com/ng911

