

# ANATOMY OF AN EFFICIENT NG9-1-1 CALL

During a 9-1-1 call, every second counts. Delays can mean the difference between life and death.

A fully integrated NG9-1-1 call management system lets Public Safety Answering Points (PSAPs) get help to people faster.

## HERE'S HOW.

### Calls Come in From a Variety of Devices, in Many Formats

Intelligent, behind-the-scenes call management technology seamlessly supports:



- Voice calls from phones that use cellular networks, the public telephone network, and Voice over IP (VoIP) lines
- Text calls from mobile phones and TDD/TTY systems

In the future, the system may also support video calls from mobile devices and desktop computers.

### Customized Call Distribution Transfers Calls Instantly

Each call is transferred to the call taker who can provide immediate help. That might be the call taker who has:

- Been idle the longest
- The most experience
- Taken calls from the caller before
- The required language skills



Call takers can answer calls immediately in person, or they can have the system answer the call and play a prerecorded message in their own voice to inquire about the emergency while the call taker prepares for the call.



### Integrated Call Management Software Delivers Critical Details

An intuitive user interface provides call takers with vital information at a glance. On a single screen, they can see:

- Caller phone number, name, and home address
- Caller location in text format and on a map
- Caller history and notes left after previous calls
- Supplementary caller information from third-party databases, such as Smart911™



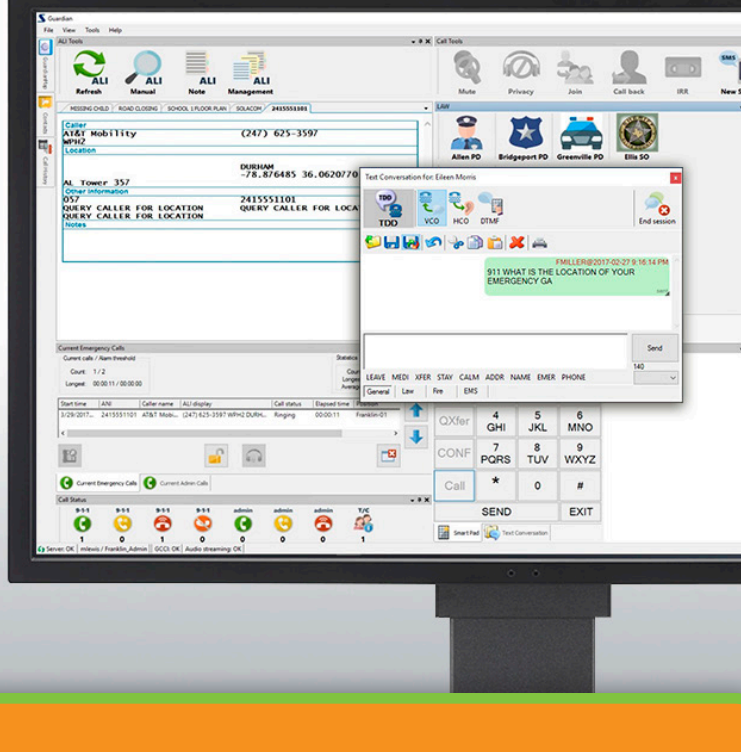
### Multimedia Conversations Expedite Support

Call takers can talk or text with the person in distress while:

- Contacting police, medical, or fire departments
- Talking to a supervisor who can also see text exchanges coming in from a TTY or text call
- Sending an instant message to other call takers for assistance
- Conferencing in experts at external agencies

### Proactive Texting Resolves Abandoned Calls

Outbound texting lets call takers quickly reconnect with callers who abandoned calls made from mobile phones.



A PSAP in Indiana reported that outbound texting allowed call takers to increase clear rates of abandoned calls from **40% to 90%.**

### Accelerate 9-1-1 Call Management With Solacom



Streamline every aspect of NG9-1-1 emergency call management with the flexible, intuitive, and fully integrated Guardian 9-1-1 Call Handling solution from Solacom.

Our purpose-built solution is fully customizable for your PSAP's requirements:

- Support voice and text today — and video calls in the future — from any device
- Define call distribution rules based on skill sets and processes
- Support text-to-911 and outbound texting
- Easily access information in external databases
- View caller location on a map
- Enable multimedia conferencing

Find out why Solacom is the choice of leading PSAPs and state and local governments at [www.solacom.com](http://www.solacom.com).