



FIVE KEY CRITERIA

FOR A NEXT-GEN TEXT-TO-911 SOLUTION

Supporting text-to-911 will soon be mandatory for Public Safety Answering Points (PSAPs).

Get it right the first time with the right feature set.



ONE Full Integration With the Call Handling System

WHY? Gives call takers a single, intuitive user interface for all call handling functionality:



- Brings all voice call features and functions to text messages
- Provides familiar text panel and text bubbles
- Eliminates the need for separate text-to-911 computers and resources

TWO Multimedia Conferencing

WHY? Gives call takers the flexibility to text with the person in distress while simultaneously:



- Talking to a supervisor who can see the full text exchange
- Talking to a first responder or outside expert who can provide guidance
- Instant messaging with colleagues who can provide additional insight

THREE Integration With the Existing CAD System

WHY? Lets PSAPs forward text-to-911 messages directly to an existing computer-aided dispatch (CAD) system:



- No need to upgrade the CAD system to support text-to-911 or NG9-1-1 call handling
- No need to re-enter text conversations into the CAD
- All text conversations are preserved in the CAD database for future reference and analysis

FOUR Integration With Maps

WHY? Enables call takers to quickly prioritize incoming text messages:



- Ties text messages to locations where events are known to be happening
- Highlights situations where many text messages are likely about the same incident
- Visually separates text messages about known incidents from those about new incidents

FIVE Precomposed Text Messages

WHY? Allows call takers to accelerate and tailor text responses:



- Reduces typing delays
- Ensures proper wording of common responses
- Jump-starts customized responses

Guardian Text: Everything PSAPs Need for Next-Gen Text-To-911



Solacom Guardian Text integrates easily into the Guardian 9-1-1 Call Handling solution. It offers the key text-to-911 capabilities PSAPs need for the long term. And it enables outbound text-from-911 communications.

- Support the way people need and want to communicate today
- Be ready when text-to-911 becomes mandatory
- Prepare for new ways of communicating as technology evolves



Position Your PSAP for the Future With Solacom

Solacom understands NG9-1-1. Our call handling and management solutions are built on more than 30 years of research and innovation.

Find out why Solacom is the choice of leading PSAPs and state and local governments.

Visit www.solacom.com.