



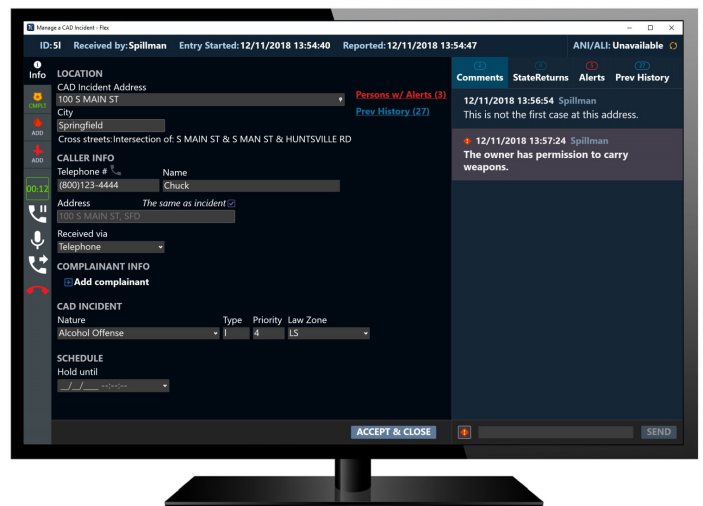
# INCREASE CALL TAKER FOCUS FOR FASTER RESPONSE

## PUT INTEGRATED CALL CONTROL TO WORK IN YOUR PSAP WITH CALLWORKS CALLSTATION AND FLEX CAD

Many agencies today have separate call handling and dispatching solutions, interrupting the workflow. Focus, efficiency and speed are all affected.

Motorola Solutions' NG9-1-1 CallStation and Flex CAD offer a more efficient call management approach by integrating call handling into CAD and easing the call taker's already stressful job. The result is a more efficient workflow that saves time. The call taker minimizes keystrokes, reduces errors and speeds response. Now, answering a call, creating an incident, dispatching and releasing a call can be accomplished in as few as four keystrokes - all from one screen.

**SPILLMAN FLEX CAD** is a fully integrated and flexible off-the-shelf solution. By bringing the **CALLWORKS CALLSTATION** functionality into Flex CAD, your agency gains a superior call handling and dispatch application in one.





## INTEROPERABLE SOFTWARE

Motorola Solutions Flex CAD and CallWorks CallStation software are interoperable with each other. Interoperability helps you increase the speed and accuracy with which you manage 9-1-1 incidents offering the call taker greater confidence and a richer user experience.



## WORKFLOW EFFICIENCY

The integration of call handling and CAD makes it easier for the call taker to manage the 9-1-1 call while remaining in the CAD screen. Let's take an example.

When transferring a 9-1-1 call with the CAD incident data from one position to another, there are multiple steps involved. Plus there is uncertainty whether all the information is transferred. With integrated call control the transfer occurs by pressing one button and the complete CAD incident is transferred with the call. The screen opens and populates with the call details including any comments. There is no retyping of information. **Time is saved. Risk of error is removed. The call taker can dispatch more quickly and more efficiently.**



## ONE MAP

With CallStation / Flex CAD, the location of the call is in one place - the Flex CAD map. Plus, you can easily view the call status and resources available. Calls are coded by call type: incoming, answered and completed, making it easy to view call patterns and quickly identify any new calls unrelated to a known incident, improving coverage in real time.



## PEACE OF MIND

Multiple vendors can mean multiple headaches in dealing with disparate systems, all translating to precious time away from protecting your community. With our solution, 9-1-1 agencies have one vendor to contact for support for NG9-1-1 and CAD. Whether by phone, email or online, we are committed to providing a quick response and answers to resolve questions and issues.

To learn more about our Next Generation 9-1-1 solutions, visit [www.motorolasolutions.com/ng911](http://www.motorolasolutions.com/ng911)

To learn more about CommandCentral, visit [www.motorolasolutions.com/software](http://www.motorolasolutions.com/software)



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## BENEFITS

### Streamline Call Taker Workflow

- Call Control functions available in the Flex CAD system
  - Dial a unit from CAD Command line by Unit #
  - Dial a unit from the Flex Unit Status Monitor by right-clicking on the unit
- CallStation functions available on Flex CAD Incident form
  - Release
  - Hold/Unhold
  - Mute/Unmute
  - Call Back
  - Conference Transfer
  - ALI Rebid (9-1-1 and CAD with one click or fully automatic)
- ANI/ALI data automatically populates in Flex Call screen as the screen opens
- Plot ringing call on Flex CAD Map; color indicates status
- Reduce cost and complexity of CAD and 9-1-1 support
- Reduce the physical movement required to answer a 9-1-1 call
- Streamline the experience of processing a call
- Smart Transfer - joint call transfer with CAD incident data
- Supports any number of AC forms simultaneously
- Flex map displays current call locations including RapidSOS data
- 1221 NFPA (National Fire Protection Act) Call Taker and Dispatch Report