

SOLUTION/

home of **VESTA®**

VESTA® SMS

ANOTHER SMART WAY TO **KEEP YOUR COMMUNITY SAFE/**

“A key offering of our NENA i3-compliant, Next Generation 9-1-1 solutions suite is the VESTA SMS solution, providing PSAPs the text to 9-1-1 capability they need now with standards compliance to assure their readiness for the future of public safety communications.”

- Bob Freinberg, Chief Executive Officer, Airbus DS Communications

As part of our commitment to create smarter ways to keep all our communities safe, Airbus DS Communications is pleased to offer the **VESTA® SMS** solution for Short Message Service (SMS) to 9-1-1 capability.

Public safety answering points (PSAPs) are ensuring their sound investment in this very important step to Next Generation 9-1-1 (NG9-1-1) through the VESTA SMS solution's compliance with the NENA i3 and Joint Alliance for Telecommunications Industry Solutions (ATIS) and the Telecommunications Industry Association (TIA) J-STD-110 specifications. Its connectivity is supported via the Emergency Services IP Network (ESInet) or dedicated, redundant IP circuit(s) to the TCC.

The VESTA SMS solution's seamless integration with Airbus DS Communications industry-leading VESTA® 9-1-1 call processing solution makes it easy for agents to receive and manage text messages. They can quickly find and view the SMS queue and respond to individual messages from the same application

they're already accustomed to, minimizing their learning curve while upholding public safety.

Plus, the VESTA SMS solution provides supervisors the flexibility to determine which individuals support SMS calls via the agent role and console layout, which are configurable at any time. Additional configurations are also supported, including the amount of time following no activity from both the caller and the agent before the session is automatically disconnected.

Once logged into the VESTA 9-1-1 solution, agents will see SMS to 9-1-1 sessions that have been routed to their PSAP and will be notified of any new SMS messages received. They can then choose to respond to the longest waiting session or pick any available session from the list, making those users unavailable to take Automatic Call Distribution (ACD) voice calls, if desired. A conversation window will allow agents to type in messages or select pre-defined messages, including common questions and phrases, in order to speed response. The dialog of both the



The VESTA SMS solution is a sound investment for today in anticipation of the Next Generation 9-1-1 changes of tomorrow.

caller and the agent is automatically and clearly displayed in a window and marked with a time stamp.

Agents can transfer an SMS session, including the entire conversation and location information, to another queue if necessary. Additionally, the VESTA SMS solution allows designated agents to simultaneously manage an SMS session and voice call with one caller, assuming the caller is able to and wishes to switch to SMS or use it for supplemental communication.

The entire conversation, as well as session data to include agent and session statistics, are recorded. This information can be sent to an i3 logger and/or to the VESTA™ Analytics solution, our Management Information System (MIS), based on the PSAP's MIS configuration.

By implementing the VESTA SMS solution, you place your PSAP further down the path to NG9-1-1 – not only by choosing a standards-based solution, but by ensuring your agents are equipped to handle the changes that the future of public safety communications will bring. Let us help you protect your investment and get prepared.

YOUR TRUSTED PARTNER

For over four decades, Airbus DS Communications has designed solutions with an open mind, creating smarter ways to keep all our communities safe. Today, we support more than 60% of all U.S. Public Safety Answering Points, serving over 200 million people, along with hundreds of private sector businesses in 20+ different industries, including transportation, utilities and healthcare, and Federal Civil and DoD operations globally. As the world's largest and most reliable source for Next Generation 9-1-1, Land Mobile Radio and Emergency Notification, we keep people connected when it matters most.

To learn more about the VESTA SMS solution, call **951.719.2100** or visit us online at **www.Airbus-DSComm.com**.

KEY FEATURES/

- Integrates with VESTA™ Analytics, i.e., SMS calls can be recorded for recall and chain of event purposes thus providing management the ability to look at all aspects of the call center, including SMS calls.
- Supports location display on the VESTA™ Locate or VESTA™ Map solutions with detailed location information immediately provided and automatically refreshed as configured.
- Routes incoming SMS calls to other agencies, if desired, based on such criteria as time of day, agency status, queue status and time waiting in queue, using Policy-Based Routing Function (PRF).
- Allows for configurable waiting time in queue timeout actions, such as route to an alternate queue.
- Offers the ability to manage multiple active SMS sessions. (The default is 3 and the maximum is 10.)
- Allows for configurable automatic messages for greetings (when the SMS call is queued), for agent release (disconnect), and for inactivity timeout (disconnect).
- Supports the ability to switch between active voice and SMS sessions. The location and other information is automatically displayed based on the selected session.
- Provides the ability to configure common messages and questions that can be easily selected and sent to an SMS caller (so the agent is not required to type repetitive messages).
- Supports role-based assignment of queues during agent login to the VESTA 9-1-1 solution console.
- Offers the ability to answer SMS calls from either the priority answer (single queue) or from the selective answer list.
- Enables the display of abandoned SMS calls.
- Provides Administrators with the ability to monitor and diagnose the system health of the Advanced Services Node (ASN) using the Health Monitoring capabilities.

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