



Optimizing Operations with Innovative Solutions that Deliver Efficient Emergency Response

Integration with Guardian Platform

The AAC and AAT features seamlessly integrate with Solacom's Guardian Emergency Call Management platform to enhance next generation call handling. By utilizing dedicated servers and the Guardian Messenger platform, these features automate voice and text follow-ups for all abandoned emergency calls. With intuitive configuration and seamless integration with Class of Service (COS) codes, AAC and AAT streamline workflows, modernize the call-handling process, and improve communication with first response teams.

The Automatic Abandoned Callback (AAC) and Automatic Abandoned Textback (AAT) features represent significant advancements in emergency call handling, aligning perfectly with the goals of next generation emergency call handling. AAC automatically calls disconnected numbers, while AAT sends a follow-up text message. Taking it a step further the Simultaneous Manual Callback and Textback (SMCT) feature allows call takers to use their discretion in deciding to manually initiate a callback, a textback, or both. Together, these features increase the chances of re-establishing contact and gathering critical information, ensuring calls for help are addressed as quickly as possible.

By leveraging modern telecommunications and advanced digital technologies, AAC, AAT, and SMCT enhance operational efficiency, accessibility, incident response, and data-driven decision-making for emergency communication centre (ECC) staff. These solutions tackle the challenges of abandoned calls by ensuring timely, effective follow-up, thereby improving overall communication and resource management within the next generation framework.

AUTOMATIC ABANDONED CALLBACK & TEXTBACK

Benefits for Stakeholders

Solacom's AAC and AAT features offer transformative benefits for next generation stakeholders. ECCs experience increased efficiency and reduced call taker workload, while first responders benefit from faster identification of critical calls, improving coordination and response times. For the community, these features enhance accessibility and provide quicker confirmation of emergency support. By addressing any gaps in abandoned call management, AAC and AAT elevate the overall quality and effectiveness of emergency communications.



Improved Resource Efficiency

Callback and textback solutions tackle the resource-intensive challenge of managing abandoned emergency calls. By automating voice callbacks and sending text-based follow-ups, these features reduce the manual workload for call takers, ensuring quicker resolutions and minimizing delays in addressing emergency situations.

Enhanced Accessibility

AAT provides call takers with an alternative communication path for emergency callers who may not be able to use voice channels, such as individuals with hearing or speech disabilities. This feature aligns with the next generation vision of creating an emergency response system all populations can access.

Faster Incident Resolution

When combined with automated workflows, AAC and AAT can classify and manage abandoned emergency calls without requiring manual intervention. Abandoned calls are seamlessly redirected to the appropriate response groups, who will contact the calling number (via a recorded voice message or text message) to confirm whether assistance is needed. This approach enhances operational efficiency during peak call volumes and large-scale emergencies by enabling faster, more reliable communication.

ABOUT SOLACOM

Solacom (a subsidiary of Comtech Telecommunications Corp.) provides the most flexible multimedia emergency call handling solutions for emergency communications centres (ECCs). Comtech Telecommunications Corp. is a leading global technology company providing terrestrial and wireless network solutions, next-generation emergency services, satellite and space communications technologies, and cloud native capabilities to commercial and government customers around the world. Our unique culture of innovation and employee empowerment unleashes a relentless passion for customer success. With multiple facilities located in technology corridors throughout the USA and around the world, Comtech leverages our global presence, technology leadership, and decades of experience to create the world's most innovative communications solutions. For more information, please visit www.comtech.com.

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