



An integrated next-generation solution for text communications

Solacom's Guardian Text Key Benefits

- » Provides access to real-time information on emergency communications including calls in queue, in progress, on hold, or abandoned
- » Processes all emergency, Text-to, and RTT calls via the Guardian Emergency Call Handling system or Guardian Map interface
- » Manage text-based calls like regular voice calls
- » Optimized call management for improved response effectiveness in text communications
- » Enables ECCs to initiate SIP/MSRP transfers to other text-capable ECCs
- » Enables tracking of incoming calls by their nature

Texting has become ubiquitous; people are just as likely to send a text to an emergency number as they are to make a voice call. Solacom supports texting in emergency communication centres (ECCs) through Guardian Text, a solution designed to enhance a call taker's ability to process emergency calls.

Guardian Text supports Short Message Service (SMS) calls, seamlessly integrating comprehensive text management capabilities into the Guardian Emergency Call Handling solution. This innovative approach enhances effective communication for Text-to, Text-from, and Real-Time Text (RTT) interactions, improving coordination among responders, ECC staff, SWAT, hazmat teams, and the general public.

Guardian Text calls are managed like regular voice calls within the Guardian call handling system. All SMS, TTY, silent caller, and instant messaging (IM) calls are integrated into the call taker interface. Once received, call takers can manage these calls using the same features and functions associated with voice calls, including transfer and join capabilities.

Text calls are identified by a unique ringtone and displayed as incoming text calls on the call taker's screen. All relevant information, including call history and data, is presented in the same way as voice calls. The system allows call takers to be assigned roles that include or exclude text calls, enabling ECCs to streamline call management and ensure that all text-to messages are answered by trained and certified call takers.

GUARDIAN TEXT

Enhancing Emergency Response Through Integration

Call takers can efficiently manage multiple call types simultaneously, utilizing a seamlessly integrated call history and Instant Recall Recording (IRR) feature. This setup provides detailed information, including automatic location identification notes, and allows users to review past voice and text conversations. Enhancing flexibility, Guardian Text surpasses standard requirements by offering outbound Text-from capabilities. This feature allows for pre-scripted messages for quick responses to Text-to inquiries and enables call takers to reconnect with disconnected callers via text.

When paired with Solacom's Text Control Centre services, Guardian Text enables ECCs to initiate SIP/MSRP transfers to any other text-capable ECC.



Revolutionize Call Handling

With Guardian Text, all emergency calls, and RTT calls can be processed using either the Solacom Guardian Emergency Call Handling platform or the optional Guardian Map interface. Calls can be answered equally or selectively, with the added capability of Guardian's permission-based call taker override.

Integrate with Existing Systems

You can easily and seamlessly integrate Guardian Text with any other modules in your Solacom Guardian Emergency Call Handling platform, without requiring a major overhaul of existing hardware and software.

The Solacom Guardian Emergency Call Handling platform is a completely configurable and customizable standards-based offering that can be introduced into workflows with a custom set of features and functions. ECCs can easily evolve at their own pace to support additional capabilities as needed. Interoperability with next-gen core services ensures ECCs can integrate new technologies seamlessly and avoid expensive rip-and-replace upgrades.

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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