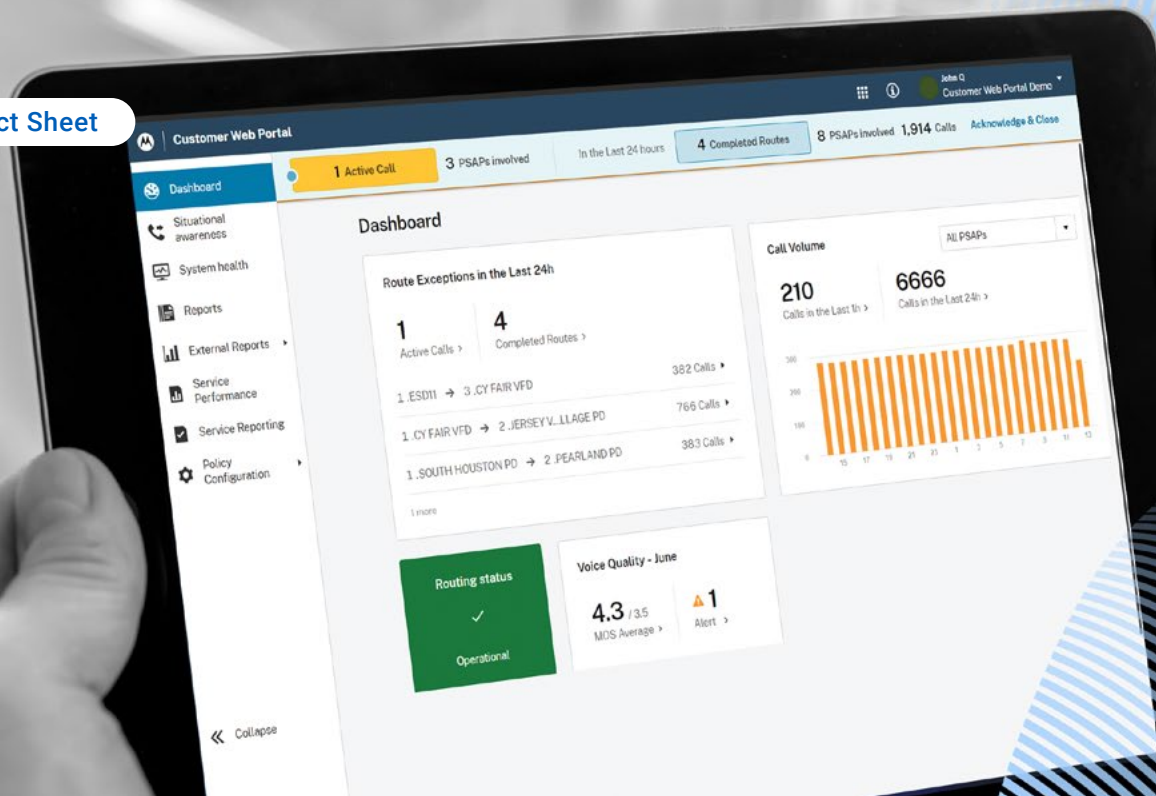# The 9-1-1 call routing web portal

## Seamless, straightforward access to information you need anytime, anywhere.

With the advent of Next Generation 9-1-1, Public Safety Answering Points (PSAPs) now own the responsibility to manage their call routing operations. To assist with this critical task, Motorola Solutions offers PSAPs a simple, web-based experience to manage their complete call routing operations, tailored to the needs and permissions of each user.

The 9-1-1 Call Routing Web Portal, included as part of Motorola Solutions' 9-1-1 Call Routing Service, provides the actionable information agencies need to manage the operations of their call routing and Emergency Services IP Network (ESInet). With the Web Portal, you have the insights and intelligence for operational continuity and ongoing situational awareness at your fingertips.

**Activity Information Bar** - always visible, it provides real-time and historical information regarding calls and calls routing.

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# Gain visibility into your call routing operations

Managing your call routing operations doesn't have to be complex. Information from multiple sources is organized and presented in an intuitive way so it is easy to understand and manage. Authorized personnel can access information only in the areas their role requires.

## Highlights

- Cloud-based solution for secure access anywhere on any device
- Secure, single sign-on to CommandCentral solutions
- Persona-based access, providing a tailored experience based on the user's organizational role
- Email notifications for significant call routing events
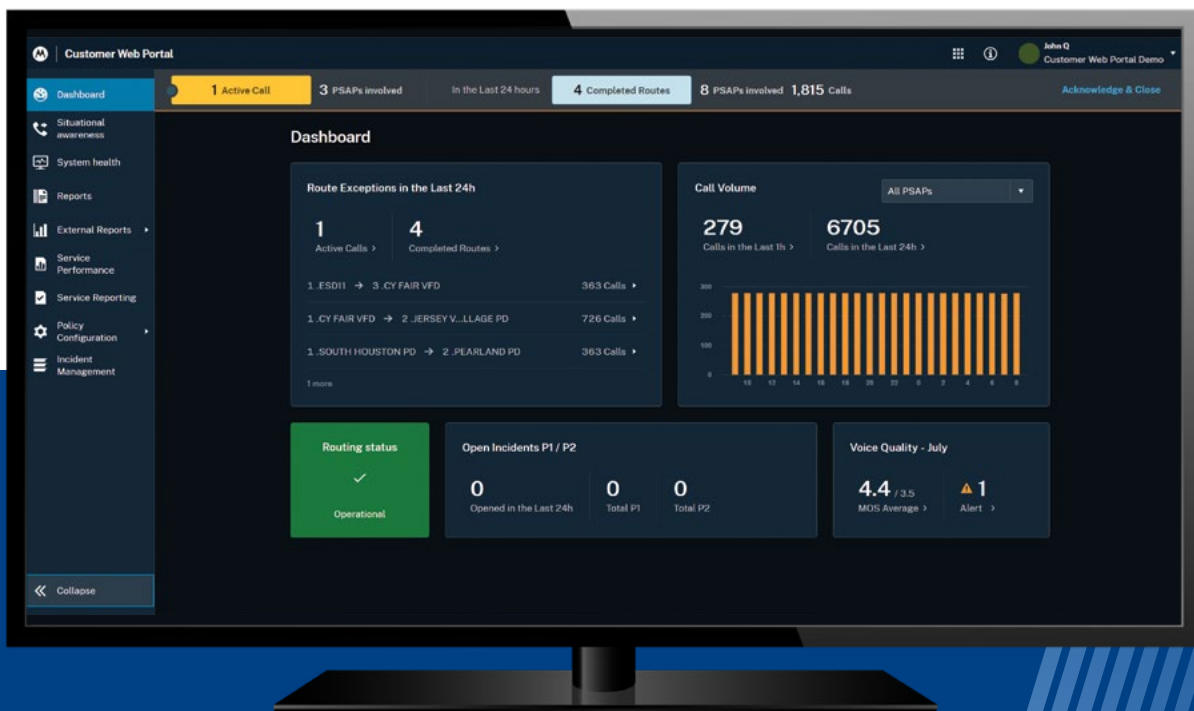
**Web Portal Dashboard - Provides detailed call and routing information in a snapshot format with more granular detail provided by clicking on any area.**

# Generate and access reports

Network and 9-1-1 administrators and other stakeholders need access to reports upon demand. The web portal makes this possible by providing NENA i3 log events and other data inputs for real-time visibility and historical reference.



**Call Summary Report - Shows activity including time range, sites, call duration, route sequence.**

# Manage support cases

Various stakeholders need the ability to create new and view existing support tickets and cases. With the Web Portal, 9-1-1 administrators, supervisors and technical staff can see the current status of new and existing cases for visibility across the support lifecycle.



**Case Management Status Window - Shows the total number of cases opened in the last 24 hours, total number of cases classified as critical, total number of cases classified as a high priority.**

# Gain situational intelligence

The ability to see how calls are being routed is critical to 9-1-1 operations. The Web Portal displays these events, along with PSAP status and live system activity, so stakeholders can see call routing trends, and policy-based routing in progress.
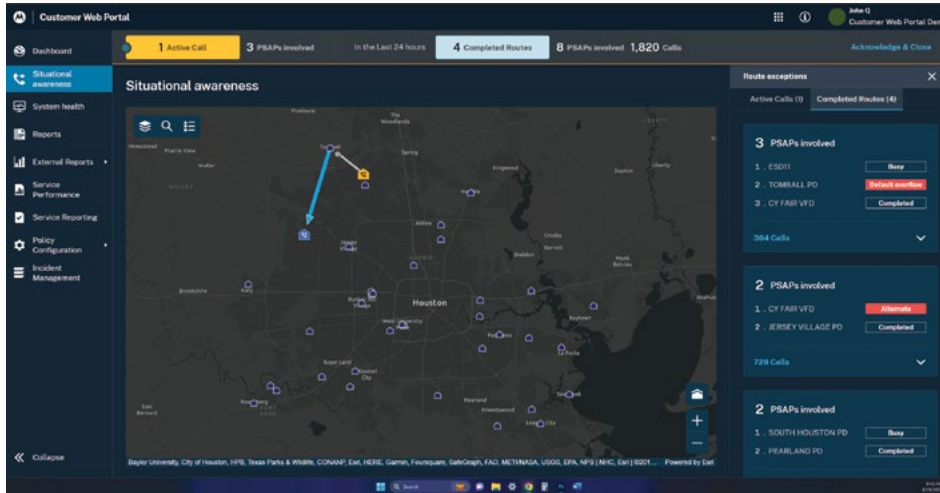


**Situational Awareness - This view shows the policy-based routing events in action.**

**Gain intelligence from:**

- 9-1-1 call flow into and across your call routing service

- Map-based view of PSAP operational status and routing trends

- Tailored notifications based on role when specific routing policy events occur

- Insight into why calls are being rerouted

- Call volume, route event and other statistical report views

- System health status and solution performance

- System-wide call capacity summary and performance

# Solving for safer

The call routing web portal is part of Motorola Solutions NG9-1-1 call routing service, and provided by Motorola Solutions Connectivity, Inc., a wholly owned subsidiary of Motorola Solutions. Our portfolio of managed call routing services includes location-based routing, location services, ESInet and cybersecurity and are part of Motorola Solutions' ecosystem where we build and connect safety and security technologies. Our never-ending pursuit is to help keep people safer everywhere.

To learn more, visit: **www.motorolasolutions.com/callrouting**

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