GUARDIAN TEXT
CUSTOMIZABLE TEXT-TO-911 AND TEXT-FROM-911

Full-featured text management at the desktop.

Solacom's **Guardian 9-1-1 Call Handling** solution is the most flexible, user-centric voice, data, and video emergency call management solution for public safety answering points (PSAPs). In addition to voice call handling and management, every IP-based Guardian 9-1-1 Call Handling solution is engineered to support today's and tomorrow's emergency calling requirements. When you are ready to add text-to-911 capabilities to your Guardian solution, we've got you covered.

Text-to-911 calls in a Guardian 9-1-1 Call Handling solution are handled by **Guardian Text**, an integrated, full-featured short message service (SMS) function available when you need it. Once configured, this function seamlessly integrates full text management capabilities in Solacom's call control system and at the desktop.

Get Complete Inbound and Outbound Text Capabilities

Guardian Text enables standards-based text-to-911 call management and control and allows call takers to respond quickly and easily to all text-to-911 messages at all times.

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For added flexibility, Guardian Text goes beyond standards requirements by offering outbound text-from-911 capabilities. With this option, Guardian Text can be configured with pre-scripted text messages that can be used to provide a quick response to text-to-911 messages. It also enables call takers to reconnect with disconnected or abandoned callers via text.

Streamline Text-To-911 Handling

At the desktop, text-based calls are handled like a regular voice call. All SMS 9-1-1, TTY, Silent Caller, and Instant Messaging (IM) calls are integrated into the Guardian 9-1-1 Call Handling interface. Once received, call takers have the option to manage the call with all the same features and functions associated with voice calls, including transfer and join capabilities.

Beyond the desktop, the Solacom call control system can be configured to identify a text-to-911 call with a unique ring and present it clearly as viewable text on call taker display screens, along with call history and other relevant call information. To further optimize call handling, the system enables call takers to be assigned roles that will either include or exclude text calls from being presented at their positions. This allows PSAPs to streamline the call management process and ensure all text-to-911 messages are answered by call takers trained and certified in handling text-based calls.

Leverage Purpose-Built Technology

With Solacom, you get a purpose-built, customizable, emergency call handling and management solution for your PSAP rather than a preconfigured, off-the-shelf system adapted for all PSAPs. Guardian Text is engineered to fit seamlessly with your Solacom Guardian 9-1-1 Call Handling solution.

The Guardian 9-1-1 Call Handling solution is available in a full range of configurations, from single sites to hosted and geo-diverse solutions. To ensure you get the right options for your PSAP, our sales and engineering teams work with you to customize the solution to fit your PSAP's unique requirements and workstation configurations.

After design and configuration, your Solacom call handling and management solution is built and tested in our factory staging center. This ensures all hardware and software components meet operational requirements *before* they are installed, so you don't have to interrupt workflows or disrupt work environments. The result is a smooth integration of new technologies and capabilities.

Partner With an Industry Innovator

At Solacom, public safety communications management is not a sideline, it's our single focus. Our 9-1-1 call handling and management solutions are built on more than 30 years of research and innovation in the application of advanced hardware and software technologies for public safety. Today, our 9-1-1 solutions support thousands of agencies affecting millions of lives annually. From dense urban environments to statewide deployments, our solutions are trusted to streamline 9-1-1 call handling and management processes and enable more efficient collection of critical information in emergency situations.

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