

Event Details				
Location	Caller Segments	Agent Segments	Call Flow	Call Activity
Activity	Date / Time	Activity Location	Additional Info	
CallReceived	2/5/2016 2:55:07 PM	005		
AnswerCall	2/5/2016 2:55:30 PM	005		
CallingNumber	2/5/2016 2:55:30 PM	005	(323) 546-4566	
CompleteALZ	2/5/2016 2:55:30 PM	005	<RawALZ>210 (323) 546-4566 07:08 00/ 16TROCA COX 9420 BEVERLYWOOD ST LOS ANGELES LOS ANGELES CA 277 60P H2 5464566 LOS ANGELES POLICE LOS A NOELES FIRE LOS ANGELES BMS -618-40 6608 34.942257 </RawALZ>	
CompleteALZ	2/5/2016 2:55:30 PM		<NormalizedALZ>210 (323) 546-4566 07: 08 00/16TROCA COX 9420 BEVERLYWOOD 0 ST LOS ANGELES LOS ANGELES CA 27 7 00H2 5464566 LOS ANGELES POLICE LOS ANGELES FIRE LOS ANGELES BMS -6 18.406608 34.942257 </NormalizedALZ>	
Conference	2/5/2016 2:55:41 PM	005	<State>Start</State>	
HoldCall	2/5/2016 2:55:41 PM	005		
HoldCallPendingConference	2/5/2016 2:55:47 PM	005		
Dial	2/5/2016 2:55:47 PM	005	<Dialings></Dialings><DialDescript ion></DialDescription><Button>012</Bu tton><DialingContext>Secondary</Dialin gContext>	



Smarter & Safer™

VESTA[®] Analytics by Motorola Solutions

Transform your PSAP with a 9-1-1 Data Management Solution from AT&T.

Motorola Solutions' VESTA® Analytics is trusted by PSAPs nationwide to collect and share actionable data that enhances lifesaving emergency communication technology.

If you need reports delivered right to your desktop, easy-to-follow automated trend analysis, or indisputable facts that back up your request for a budget increase, you need the VESTA Analytics solution from Motorola Solutions – the active data manager dedicated to giving you simple answers to complex questions.

Make your data work for you.

Today, your PSAP management team needs to know more than simple call counts and answer durations. You need reports with deep call details and activity that help you improve performance. VESTA Analytics is an easy-to-use reporting engine that provides call counts, transfer averages, trunk and line utilization, and much, much more.



Clarification & Automation.

Automation allows administrators to gain new insights into call center performance. Reports can be scheduled and automatically distributed, or you can build a dashboard or run an ad hoc report on the fly. Need more advanced data mining? Dig deeper and learn such important aspects as the duration of delay between receiving Phase I and Phase 2 Automatic Location Information (ALI) records, agent efficiency factor and ready/not-ready ratio.



Streamline information management.

The VESTA® Analytics solution automatically associates related events to simplify incident reconstruction, organization, searching and archiving. Through its built-in Scenario Management System, users can create their own associations and save them under a self-defined scenario name.



Let your data drive efficiency.

- Enables sophisticated search and filtering capabilities for incident reconstruction and evidence organization
- Provides standard templates and advanced customization for cross-tabular and ad hoc reporting with increased data warehouse performance
- Features Integrated Scenario Management System
- Offers optional business intelligence solution for customized data views



Accelerate answers.

- Permits easy access and maintenance with highly secure, browser-based application
- Provides KPIs specific to the emergency call center environment
- Supplies real-time event list with automatic event association and related detail information
- Meets any need with Lite, Standard, Hosted and Enterprise versions; cost-effective solutions for small to large, multi-site configurations
- Gives added support for Enterprise Multi-server deployment



Seamless integration with Motorola Solutions' VESTA® 9-1-1.

State-of-the-art technology allows the VESTA Analytics solution to integrate new media and data sources, including text and email messages. You can also combine other VESTA® applications for mapping, emergency notification, managed services as well as NG9-1-1 call handling, making it a key component of our VESTA Public Safety solutions portfolio—solutions that serve more than 60% of all US PSAPs.

Transform your PSAP with Next Generation 9-1-1 Call Handling solutions from AT&T.

Modernize to NG9-1-1 with a Smarter Partner.

Let AT&T—the industry leader in Public Safety emergency communications—help you implement the Motorola Solutions' VESTA Analytics application.

Smarter technology customized to your PSAP can help simplify your transition to NG9-1-1, improve caller location accuracy, clarify incident details as well as improve response times and public safety outcomes.

