



AVAYA

**NEXT GENERATION
EMERGENCY SERVICES
VIDEO, MULTIMEDIA &
LOCATION IN YOUR PSAP
ARCHITECTURES WITH
AVAYA AURA™ AND
AVAYA BREEZE™**

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Changing citizen expectations to contact
Emergency Services

People who are in distress or situations of uncertainty and danger expect adequate help from public safety organisations. Whereas for many years “adequate” was through a standard voice phone call, the world has changed dramatically, and demographics show that a simple call is no longer seen as the preferred and most adequate method of communication, reflecting changes in communication behaviours.

Citizen’s expectations and demand for emergency services to help and react have moved from “talk to me” to:

- **You should know where I am!**
Today’s citizens are used to satellite navigation and location sharing on smart-phones, so it’s a natural expectation to exactly know where people are if they are using smart device technology.
- **You should see what I see!**
Everyone, especially younger people adopt video calling quickly, and for good reason: Sharing the context of the communication, and providing additional insight into situations, is what is relevant.
- **You should help me to act and assist!**
On social media, uploading a photo and sharing documents is ubiquitous, so why should emergency services be excluded from that? A picture or a video of the Heimlich Maneuvre pushed out to a father needing help his choking child whilst the ambulance is on its way, may save a life!

Next Generation Emergency Services will take care of these expectations, but waiting for NG112 to be fully standardized and regulated is not a satisfying approach.

Current technologies allow to deliver new services now, over the top of 112 calls!

A new concept for Next Generation Emergency Services

Avaya Aura™, Avaya Breeze™ and Avaya iLoc8™

Avaya's overall approach to provide more relevant context and insight into a situation will support call takers and dispatchers to make better decisions. In parallel to the active emergency call, a data connection and a web application session over the internet is established between the caller's smartphone and the PSAP to entirely change call taking and dispatching processes, becoming far more effective and efficient!

Additional Data and Situational Context – in a Browser, not in an App!

Smart phones are able to deliver additional data using an internet connection in parallel to a voice call, delivering e.g.

- GPS-precision location data to find a person more quickly
- Remaining battery life to estimate available talk time
- Language of the smartphone's OS to suggest a translator for the call
- Pictures from caller's location clarifying what actually is going on

Video – two-way and in Real Time, leveraging WebRTC

Making callers and call takers see each other adds another dimension to the communication. What is hard to put in words over a telephone connection becomes visible effortlessly by adding video as another communication channel. WebRTC is an evolving industry standard, allowing browser-to-browser communication between callers and call takers to boost context, situational insight and agility. Avaya Breeze™ adds WebRTC capabilities to the Avaya Aura™ architecture.

Applying intelligence to the conversation

The availability of continuous real time speech analytics and big data concepts help to analyse and handle a conversation in a much more informed way. These technologies help to overcome call taker's difficulties in understanding context especially in situations where voice communication might be the only option.

Preparing for NG 112

Avaya participated with Avaya Aura™ and Avaya Breeze™ in the ETSI Next Generation 112 Plugtest in 2016 and 2017 to demonstrate interoperability in the emergency calling chain as it is proposed in a full SIP end-to-end environment. Already today, Avaya's communication platform for the PSAP is prepared to be integrated into future emergency communication environments.

About Avaya

Avaya enables the mission critical, real-time communication applications of the world's most important operations. As the global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for contact center and unified communications with integrated, secure networking – offered on pre-mises, in the cloud, or a hybrid. Today's digital world requires some form of communications enablement, and no other company is better positioned to do this than Avaya. For more information, please visit www.avaya.com.

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