



Massachusetts State 911 Department Viiz Overview for PSAPs



A partnership has been formed amongst the State 911 Department, NextGen Communications, Inc. (currently D/B/A Comtech) and a professional call center company called “Viiz”. **Viiz Communications** offers an emergency call center solution for public safety answering points (PSAPs), delivering the support and assistance necessary to navigate through even the most challenging situations. **Citizens and visitors of the Commonwealth will still dial 9-1-1 to report an emergency and the process will be seamless to the 9-1-1 caller.** If a call fails to route within the Massachusetts NG911 infrastructure for any reason, this failover mechanism will allow for 9-1-1 calls to be routed to a Viiz call center located in the United States. This may include instances such as a network infrastructure failure, or such things as a completely overwhelmed system due to a major incident where the calls remain unanswered. Should a PSAP need to contact Viiz for recordings or more information about a call, the 24/7 telephone number is provided below.

Important to Know About Viiz

- The Viiz call center displays a specific screen indicating that there is an incoming call for Massachusetts.
- Calls will be answered by Viiz’s Association of Public Safety Communications Officials (APCO) certified 9-1-1 call takers with the greeting, **“Emergency Call Center, do you need Police, Fire or Medical?”**
- The Viiz certified call takers will gather **callback (ANI) and location (ALI) information**, and **the nature of the call** to share with the Massachusetts PSAP’s call taker/dispatcher.
- **9-1-1 calls are transferred to the appropriate Massachusetts PSAP’s business lines by Viiz.** Massachusetts business lines are set up as speed dials within the Viiz system. Callers can be transferred to the appropriate PSAP business line. If an auto attendant is encountered, prompts will be followed.
- PSAPs must endeavor to ensure that all 9-1-1 calls routed to business lines are answered by certified telecommunicators.
- The Viiz call taker will identify themselves as the **“Viiz National Emergency Center”** when they transfer a call to the Massachusetts PSAPs.
- Viiz call takers will provide the Massachusetts PSAPs with an operator ID, will state if Police - Fire - Medical is needed, and will relay all pertinent information regarding the call.
- Viiz will pass along the ANI that they receive for the call to the Massachusetts PSAP via **caller ID**, **if the Massachusetts PSAP’s business line provides it.**
- If an interpreter is needed, Viiz will use their interpreter service for translation. When the call is transferred to the Massachusetts PSAP, Viiz will remain on the call until translation is no longer needed.
- TTY calls can be received by Viiz, and Viiz call takers will voice relay the information to the Massachusetts PSAP regarding the call.
- The Viiz system recognizes DTMF tones and, if used by the caller, they will appear to Viiz. The Viiz call takers are trained on the use the “Silent Call Procedure”. Viiz will transfer the “Silent Call” to the Massachusetts business lines and relay pertinent information.
- Viiz call takers will attempt up to three call backs to abandoned and hang up calls and communicate the caller information to the appropriate Massachusetts PSAP.
- Viiz does not receive text messages.
- **PSAPs can reach Viiz 24/7 at 1-833-248-1145.** This number should go directly to the emergency supervisors’ queue, who will have the ability to pull up data from any previous calls that have been taken.