At-A-Glance:

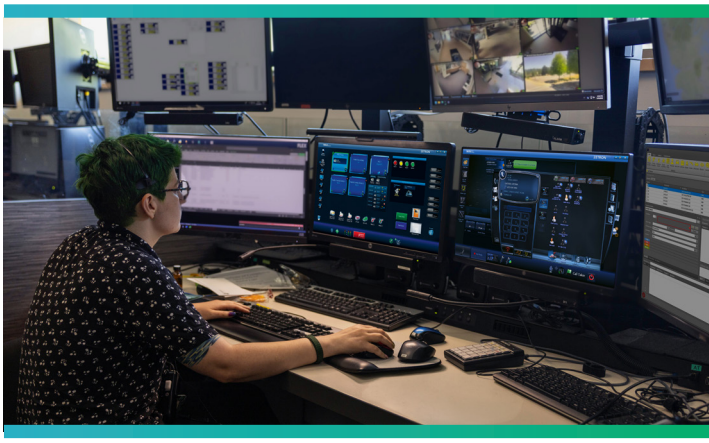
MAX Call Taking

Answer faster. Stay focused. Move confidently into NG9-1-1.

One workflow for voice, text, map and call control

PSAPs are being asked to manage more call types, more data, and higher public expectations without adding complexity for the people answering the call.

MAX Call Taking helps simplify the telecommunicator experience by bringing voice, text, location, reporting, and call control into a focused, standards-based workflow built for today's operations and tomorrow's NG9-1-1 environment.



Built for the realities of modern call handling

- **Reduce call taker friction**
  Present the right information at the right time so telecommunicators can stay focused on the caller, not the system.
- **Improve location driven response**
  Bring enhanced location and optional pre-answer mapping into the call handling workflow to pinpoint callers with speed and precision.
- **Support NG9-1-1 readiness**
  Move toward NG9-1-1 with standards-based i3 support, ESInet compatibility, and deployment flexibility.
- **Strengthen operational insight**
  Use browser-based call management reporting to support performance visibility, call activity and operational decision making.

MAX Call Taking brings critical call handling elements into a single operational experience

CALL HANDLING AND SITUATIONAL AWARENESS

- NENA i3 standards support
- Integrated i3 Text-to-9-1-1
- Enhanced real-time caller location and mapping
- Browser-based call reporting and insights

FLEXIBILITY AND INTEROPERABILITY

- Fully configurable call routing
- Support for remote and hybrid operations
- Seamless third-party interoperability

Your Zetron. Your Way.

Zetron delivers an end-to-end platform spanning call handling, CAD, dispatch and alerting, giving agencies the flexibility to choose solutions, deployment models, and investment paths that fit your environment today and evolve with you tomorrow.

Learn more!

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