

# COMMANDCENTRAL SMART TRANSCRIPTION

TRANSCRIBE AND TRANSLATE  
IN REAL-TIME USING AI

## MAKE THE JOB EASIER FOR TELECOMMUNICATORS AND SUPERVISORS

CommandCentral Smart Transcription is a cloud-based service that takes the voice audio from a 9-1-1, non-emergency or administrative call and transcribes it into a searchable text transcript. With Smart Transcription, PSAPs (Public Safety Answering Points) can verify caller information, monitor 9-1-1 calls in real-time and preserve call transcripts in long term storage, after the call ends, for post call analysis.

Smart Transcription integrates with VESTA® 9-1-1, bringing together the tools and intelligence telecommunicators and supervisors need to better manage 9-1-1 calls, saving time, saving lives and making their jobs easier.



## A BENEFIT OF AI TRANSCRIPTION AND TRANSLATION

Without any human intervention, AI transcribes the 9-1-1 audio into a searchable text document which can be monitored and listened to in real-time. Plus, when a caller speaks Spanish (the language of 93% of all non-English speaking callers) AI recognizes the alternate language without any human intervention and translates the conversation.





# WHY IS SMART TRANSCRIPTION SO SMART?

## **S**IMPLIFY WITH ARTIFICIAL INTELLIGENCE

Smart Transcription uses Artificial Intelligence (AI) to transcribe the 9-1-1 call in real-time. The result eases the burden on the telecommunicator, making it easy to find critical details in the transcript quickly to better protect citizens and first responders.

## **M**ONITOR ANYWHERE, ANYTIME

Supervisors can't be in the PSAP 24/7. Smart Transcription can. The ability to monitor calls in real time from any location keeps supervisors informed of events as they unfold. The highlighted transcripts and keywords help supervisors quickly spot the nature of a call without reading the entire exchange.

## **A**SSIST WITH QA/QI

Make it easy to implement a new QA/QI (Quality Assurance and Quality Improvement) program. Give supervisors the ability to quickly search audio and transcripts by multiple parameters, such as date/time, agent and call type, right from Smart Transcription. Save time otherwise spent pulling data from multiple systems (i.e. CAD, DLR).

## **R**EDUCE STRESS

Having a visual reference to the 9-1-1 conversation minimizes the need for telecommunicators to repeat questions and remember every detail. Time spent verifying information is greatly decreased. As a result, telecommunicators and citizens experience a better interaction, even in the most stressful circumstances.

## **T**RANSCRIBE & TRANSLATE IN REAL TIME

Audio from 9-1-1, non-emergency or administrative calls is transcribed into a searchable text transcript in real time. Smart Transcription also supports Spanish-speaking callers, providing real-time English translations on the screen for the telecommunicator.



# SMART TRANSCRIPTION IN ACTION

## EVENT

A 9-1-1 telecommunicator receives a call following a domestic dispute. The caller describes a violent exchange between her and her spouse, during which he made specific threats to other family members before leaving her alone in the house.

## RESULT

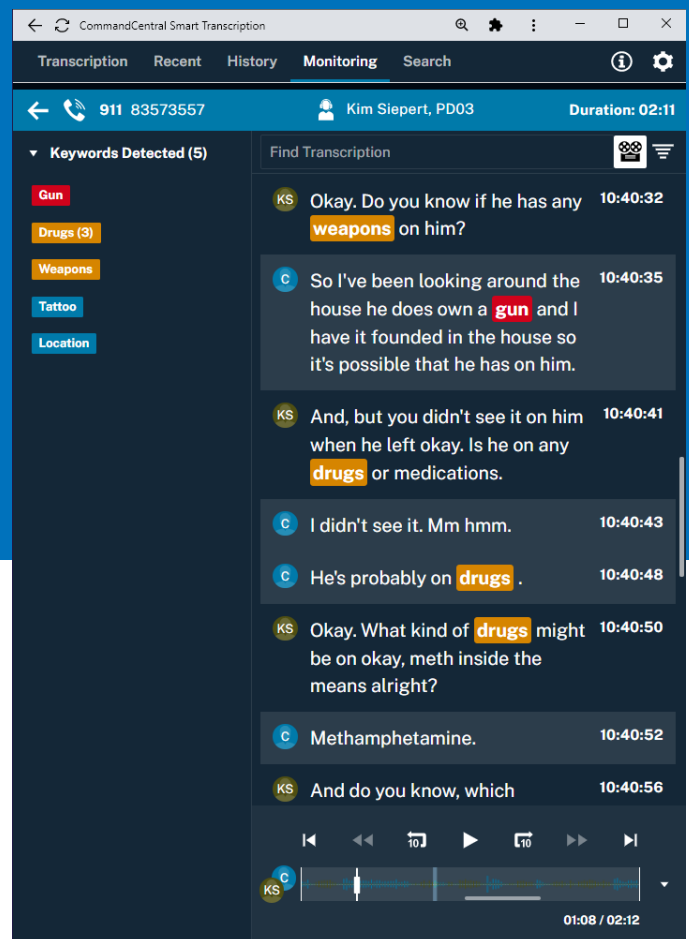
Using CommandCentral Smart Transcription, the 9-1-1 call is transcribed in real time, allowing the telecommunicator to access the transcripts from the same screen used to manage 9-1-1 calls and provide first responders the accurate details about the individual at large. Because Smart Transcription seamlessly integrates with VESTA 9-1-1, it also receives and displays associated metadata, such as call type, calling party phone number, agent name and console name.

As deputies ask the telecommunicator to remind them of physical details of the suspect, his location and information about possible weapons and drug use, the telecommunicator uses the keyword search or quick search feature to easily find these details in the transcript. and verify the information before relaying the details to the deputies. Meanwhile, the PSAP supervisor logs into Smart Transcription and accesses the Monitoring tab from a remote location to review the transcript and stay up-to-date on the escalating situation.

Before arriving on scene, the telecommunicator shares the transcript and audio recording of the active call with the responding officer, at his request.

After the incident, investigators access the transcripts to review the details, while deputies use them to finish their reports. All transcripts are preserved in secure, long-term storage – CommandCentral Evidence – for post-call analysis.

If the caller was speaking Spanish, both the Spanish transcription along with the English translation would display on the screen in real time. Real-time translation saves valuable time otherwise spent connecting to a translation service.



The screenshot displays the CommandCentral Smart Transcription interface. At the top, there's a navigation bar with tabs for Transcription, Recent, History, Monitoring, and Search. Below this, a header shows the call number 911 83573557, the agent name Kim Slepert, PD03, and the duration 02:11. A sidebar on the left lists 'Keywords Detected (5)' with categories: Gun, Drugs (3), Weapons, Tattoo, and Location. The main area shows a transcript with speakers labeled 'KS' and 'C'. The transcript includes the following text: 'Okay. Do you know if he has any weapons on him?' (10:40:32), 'So I've been looking around the house he does own a gun and I have it founded in the house so it's possible that he has on him.' (10:40:35), 'And, but you didn't see it on him when he left okay. Is he on any drugs or medications.' (10:40:41), 'I didn't see it. Mm hmm.' (10:40:43), 'He's probably on drugs.' (10:40:48), 'Okay. What kind of drugs might be on okay, meth inside the means alright?' (10:40:50), and 'Methamphetamine.' (10:40:52). At the bottom, there's an audio playback control bar showing the current time as 01:08 / 02:12.

CommandCentral Smart Transcription

## CLOUD + AI IS A GAME CHANGER

“We now have a platform that has simplified searching for calls and gives us audio playback in real time; allows us to see keywords and phrases in real time. All of this data can be leveraged to see trends as they are unfolding.”

– **Michael Spencer**, CMCP, ENP, Manager Memphis Fire Communications; Former Administrator, Memphis PD Emergency Communications Bureau

LISTEN NOW



## KEY CAPABILITIES

### ARTIFICIAL INTELLIGENCE

- Integrated real-time audio transcription from VESTA 9-1-1
- Real-time and post-call transcription
- Real-time multi-language transcription and translation
- Agent, console, language identified and call metadata provided

### INTUITIVE OPERATIONS

- No app download required on any device
- Short learning curve for call takers; No change to how voice and text calls are answered today on their VESTA 9-1-1 system

### QUICK SEARCH AND REVIEW

- Keywords and full text search capability
- Searchable historical transcripts and real-time audio; Access from anywhere, any time
- Audio playback- post-call and real-time
- Access to recent calls (based on console) and call history (based on CPN)

### ENHANCED COLLABORATION

- Real-time sharing of live and historical transcripts and audio files to individuals inside or outside the agency
- Conference call support
- Single user / multi-agency monitoring & search support

### SECURITY AND ACCOUNTABILITY

- Built-in security processes to reduce the risk of cyber-attacks
- Ability for supervisors to monitor transcripts
- Permissions-based (Audio Playback, Download, Monitor, Search, and Share)
- Transcript and metadata storage in CommandCentral Evidence for investigations, case summaries or locating conversation patterns over time with evidentiary protection
- Log of previously completed searches

## NG9-1-1 EMERGENCY CALL HANDLING

VESTA® 9-1-1, VESTA® 9-1-1 Essentials and CallWorks provide reliable and proven call handling solutions to PSAPs everywhere. When coupled with our innovative cloud services, CommandCentral Smart Transcription, CommandCentral Citizen Input and Command Central Aware for 9-1-1, you gain technology that meets you where you are and helps telecommunicators be their best in the moments that matter.

For more information, please visit us on the web at: [www.motorolasolutions.com](http://www.motorolasolutions.com)



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