

Solution brief

Dispatcher Assist Suite

Streamline response with AI-assisted 9-1-1 call-taking and dispatch

Dispatchers are under pressure

74%

of 911 call centers across the U.S. are experiencing staff burnout

2%

of people have the cognitive ability to handle the complexity of a dispatch role

90

seconds is all it takes for a caller to hit a state of "cognitive overload"

The result

Critical staffing shortages and high burnout



Assist saves time.
Time saves lives.

Introducing the Dispatcher Assist Suite



In the chaotic nerve center of emergency response, speed and accuracy saves lives. The Dispatcher Assist Suite reimagines the call-taking and dispatching experience to reduce cognitive load, accelerate response times and ensure no critical detail is ever missed.

It begins the moment the phone rings, where **Assisted Call Intake** allows the dispatcher to focus entirely on the human connection. Call transcription converts voice to real-time text, eliminating the distraction of manual note-taking, while structured data—such as addresses and incident types—is extracted to pre-populate forms and minimize entry errors. Supervisors can immediately grasp complex situations through dynamic call summarization, helping to ensure smooth handoffs without reading lengthy transcripts. Even language barriers are dismantled with real-time translation, helping to ensure equitable access to help regardless of the language spoken.

The support extends seamlessly into the management of the incident with **Assisted Response**. As operations unfold, radio traffic transcription converts fast-paced field audio into a reviewable text log to prevent miscommunication, while suggested actions provide a safety net by proposing critical next steps, such as running a plate or launching a drone. Finally, comment parsing automates the tedious task of scanning for personal and vehicle data, automatically creating records and running background queries to surface warrants or warnings without the dispatcher lifting a finger.



Unlock the 98% potential

When only ~2% of the population is estimated to have the cognitive capability to do the job of a 911 call taker, AI levels the playing field.



Dispatch at the speed of thought

Real-time transcription and automated data entry transform dispatchers from data-entry clerks into strategic coordinators.



Turn context into safety

Proactive keyword flagging for terms like “gun” or “heart attack” helps identify high-priority incidents instantly.





Powerful AI, securely integrated with the products dispatchers rely on

The Dispatcher Assist Suite is available within the products your dispatchers rely on day in and day out. To take full advantage of what the suite has to offer, explore our Dispatcher Plan.

Dispatcher Plan

Equip your dispatchers with 9-1-1 call handling, as well as voice and computer-aided dispatch with our Dispatcher Plan. This plan delivers a cohesive, AI-assisted dispatcher workflow that accelerates time-to-dispatch, improves resource allocation and strengthens coordination to get responders on-scene faster and incidents resolved safer.





To learn more, visit:
www.motorolasolutions.com/assist



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