

Non-Emergency Call Agent

Up to 60% of calls made to law enforcement agencies are regarding non-criminal situations. From parking issues to noise complaints, your community deserves resolutions to their inquiries – and fast. But answering these all of these administrative calls – which often comprise the majority of calls to a PSAP – can come with hidden costs. At a time when telecommunicator burnout and staffing shortages are at an all-time high, you need to minimize the burden on your team, instead of tying up their shift with less critical requests. An influx of non-emergency calls can also lengthen response times for real incidents, which can endanger lives and damage public trust.

Free up your telecommunicators to focus on what matters

Motorola Solutions Non-Emergency Call Agent enables PSAPs to effortlessly answer designated non-emergency calls, so your telecommunicators don't have to.

- **Give your community the right answers, the first time:** Our agent draws on your agency's specific policy database to handle and transfer questions from the public.
- **Manage demand your way:** Transfer calls to different phone numbers or queues, including routing to an agent, transferring within the agency, or transferring to an external agency/business (e.g., animal control, local utility companies).
- **Safeguard your community:** The agent monitors every utterance for emergency indicators and escalates immediately to a live resource if one is detected. Additional safety nets trigger on repeat callers, extended silence, and call duration thresholds. Callers can also request a human telecommunicator at any point in the conversation – the agent transfers immediately with full context so the caller does not need to repeat themselves.

With Non-Emergency Call Agent, you can provide better service for your community, while simultaneously easing your team's workload.

