



SMART TRANSCRIPTION COMMANDCENTRAL

GAIN REAL-TIME TRANSCRIPTION OF LIVE CALLS

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. As a result, PSAPs (Public Safety Answering Points) gain enhanced capability in managing 9-1-1 calls to save time and save lives.

Smart Transcription is integrated with the VESTA® 9-1-1 platform, offering an easy yet comprehensive way to verify caller information, monitor calls in real-time and store transcripts for post-call analysis.

THE VALUE OF SMART TRANSCRIPTION

Saves time and increases efficiency for call takers by providing quick reference to key details from the call and supports citizen understanding

Decreases the load on call takers' working memory of locations, suspects, weapons and vehicles by providing a visual reference to the conversation

Gives supervisors the ability to monitor calls in real time from anywhere and know exactly what's happening on the floor

Acts as a training tool by offering trainees a tangible reference to focus on and learn from as they understand the appropriate way to interact with callers, officers and systems

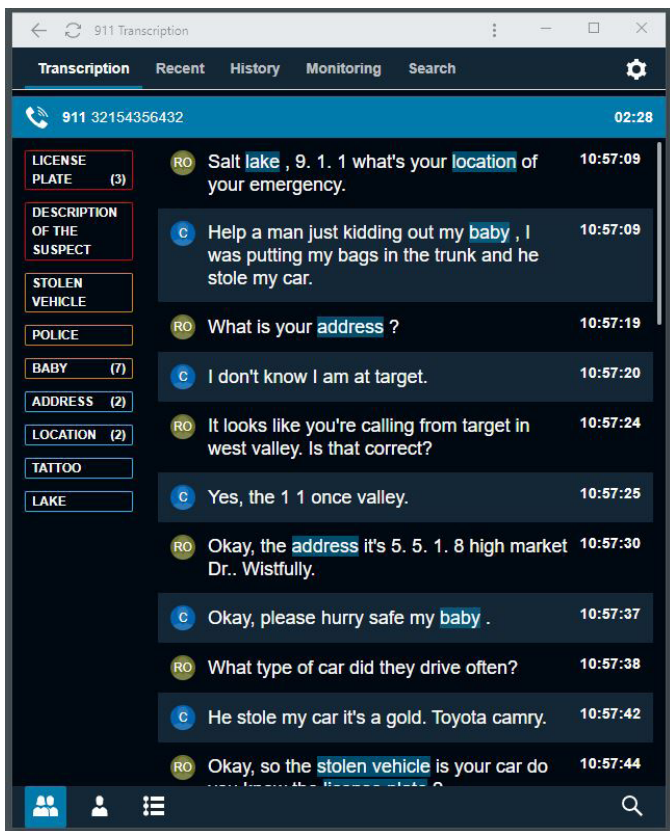
Assists in investigative purposes by giving detectives the ability to search for key vehicles, suspects and location history

KEY FEATURES

- Integrated real-time audio transcription from VESTA 9-1-1
- Real-time and post-call transcription
- Keywords and full text search capability
- Quick search and review historical transcripts
- Agent, console and call metadata provided
- No app download required on citizen device
- Security processes built into the service to reduce the risk of cyber-attacks
- Ability for supervisors to monitor transcripts
- Transcripts and metadata stored in CommandCentral Evidence for investigations, case summaries or locating conversation patterns over time
- Short learning curve for call takers since there are no changes on how they answer voice and text calls today on their VESTA 9-1-1 system
- No impact to VESTA 9-1-1 call handling functionality
- Audio playback- post-call and real-time
- Single user / multi-agency monitoring & search support
- Recent calls based on console
- Call history based on CPN
- Conference call support
- Permissions-based (Monitor, Search, and Audio Playback)
- Ability to search Snippets of transcript



COMMANDCENTRAL SMART TRANSCRIPTION USER INTERFACE



Left side of screen displays keywords color-coded by priority and shows the number of times words are spoken within the transcript. Right side shows the real-time, live call transcription between caller (blue) and call taker (gold). The display also indicates the call is a 9-1-1 call in front of the calling party's phone number.

"Smart Transcription opens new doors and methods of researching and understanding a call real-time – from anywhere – since it is cloud-based. It creates a lot more possibilities for us and some we don't even know yet."

– Raymond Chiozza, Director, Shelby County 9-1-1, TN

USE CASES

Keywords - It may not matter if someone says the word 'president'. But if the President is coming to town and the word 'president' is in the transcript, all of a sudden, it could matter.

Real-Time Research - When many calls come into the center about a specific event, like an active shooter, it gives the detective and investigator the ability to go back through the transcripts and gain useful information for their reports and overall investigation.

Monitoring - During an incident, such as a robbery, a supervisor can monitor calls in real time from home and see the agent status of all call takers as well as the live transcript.

USE CASE

[Memphis PD Emergency Communications Bureau](#)

THE COMMANDCENTRAL PLATFORM

We build software for mission-critical environments where every second matters. CommandCentral Smart Transcription and the other applications in our CommandCentral software suite help PSAPs unify data and streamline workflows so you can improve the safety of critical personnel and restore your focus on the communities you serve. Backed by a trusted, 90-year veteran with proven public safety leadership, our CommandCentral suite is transforming the public safety experience with a focus on evolution, not revolution. Let us help you digitally transform your operation.

For more information, please visit us on the web at: www.motorolasolutions.com



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