

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 and VESTA NXT 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.



Smart Transcription call summary - a benefit of AI

Without any human intervention, AI transcribes and translates the 9-1-1 audio the 9-1-1 audio into searchable text which can be monitored and listened to in real-time. Plus, when a call ends, a summary of the call is auto generated and includes the keywords and metadata from the call. The summary provides a quick reference for telecommunicators and supervisors to review historical call content.

Why is Smart Transcription so SMART?

S

Simplify 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

Monitor 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

Assist 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

Reduce 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

Transcribe & 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 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 and VESTA NXT, 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 call summary with the first responder which includes the key words and metadata from the call. The full transcript and audio recording could also be shared.

After the incident, investigators access the transcript to review the details, while deputies use it to finish their reports. A call summary containing keywords and metadata from the call is auto generated and attached to the transcript. The transcript is 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 Smart Transcription interface. At the top, there are tabs for Transcription, Recent, History, Monitoring, and Search. The current call is identified as 911 (775) 167-3653, with a timestamp of 02:15. Below the header, there are sections for 'Keywords Detected (5)' with filters for Gun, Drugs (3), Weapons, Tattoo, and Location. A 'Call Summary' section is titled 'Son Threatens Mother and Flees Home' and provides a detailed overview of the incident. The main transcript area shows a conversation between a Dispatching Resource (DR) and a Caller (C) with timestamps. Key details from the transcript include the caller's son being approximately 6 feet 2 inches tall, long brown hair, a white male with a 'Crazy' tattoo on his left shoulder, and the mother's suspicion that he is armed with a gun and under the influence of methamphetamines.

Cloud + AI is a game changer

“ Smart Transcription brings AI to the comm centers and gives us a real time description, almost a closed caption, if you will, of the conversation from the caller and the call taker. We see a lot of value in that. It is benefiting a lot of people in many ways.

– Jerel Frazier, Program Coordinator,
State of Arizona 911 Office

LISTEN NOW



Key capabilities

Artificial intelligence

- Integrated real-time audio transcription
- 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 telecommunicators

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

*Smart Transcription is included in the VESTA 9-1-1 and VESTA NXT subscription offers.

Solving for safer

VESTA® 9-1-1 along with our cloud applications, CommandCentral Smart Transcription, CommandCentral Aware for 9-1-1, CommandCentral Citizen Input and Virtual Response Assistant, is part of Motorola Solutions' ecosystem where we build and connect safety and security technologies. Our never-ending pursuit is to help keep people safer everywhere.

To learn more, visit: www.motorolasolutions.com/ng911



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