SPEECH ANALYTICS TOOLS FOR EMERGENCY CENTERS

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Reliable Communications Recording

Reliable and seamless recording is a necessary pre-requisite for public safety organizations. During emergencies, agents often lack the ability to quickly access the most recent calls, thus endangering people's lives. Advanced recording solutions capture communications with comprehensive call-index data such as name, group, position and route. Easy-to-use applications facilitate the retrieval of relevant conversations with minimal effort.

Speech Analytics Tools

Communications analytics tools deployed in customer support have become indispensable for public safety organizations. As specific incidents develop, they can be used to categorize mission-critical communications and detect risks. Documentation of incoming emergency calls is facilitated and simplified through automated logging. Relevant information can be extracted and assigned immediately based on spoken content, despite an enormous volume of data.

Speech analytics solutions support emergency agents through:

- Fast identification of relevant calls
- Immediate categorization of incoming calls
- Alerts regarding critical calls
- Automated logging and complete documentation
- Stress-level determination
- Complaint management

Improving Reaction Times

User-friendly replay and analytics dramatically improve response times of emergency agents. Voluminous, unstructured data are transformed into valuable information for decision-making by emergency responders. Reaction times are improved and accelerated through an optimal use of limited resources.

Categorization of incoming calls and alerts

The entire interaction with a caller is categorized via keyword and phrase recognition. Designated personnel are alerted when conversations contain certain signal words to ensure the most urgent calls are processed first.

Automated logging of emergency calls

In addition to speech analytics, automated logging of incoming emergency calls helps to streamline dispatchers' responsibilities by generating protocols during calls. Transcription solutions can transform conversations into text form directly after the call is completed to archive additional information.
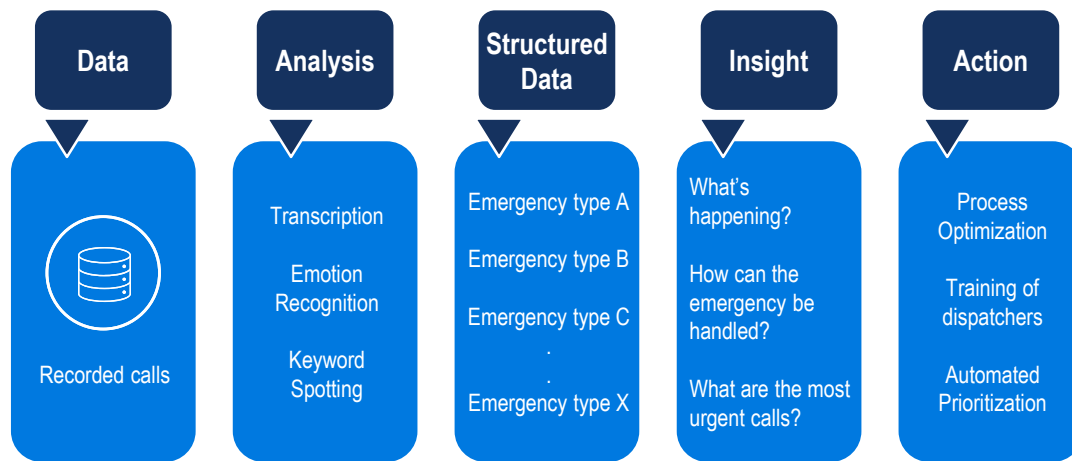
Determining the stress level

Emotions such as anger are easily detected via keywords and acoustic elements, and speech analytics solutions can more quickly identify the calling party by searching for certain words and loud talking.

Transcription via keywords

Calls are particularly critical when certain keywords such as "bomb" or "attack" are used during conversations. These keywords can be easily determined by emergency center agents in advance. Once a given keyword is used, the conversation is transcribed by an automated solution and easily filtered from a variety of recorded calls.

Complaint Management

Keyword spotting may also be used to search for complaints made during calls and categorize them into various groups. This automated process can also determine complaint frequency for specific agents for training purposes.

Data	Analysis	Structured Data	Insight	Action
Recorded calls	Transcription Emotion Recognition Keyword Spotting	Emergency type A Emergency type B Emergency type C . . Emergency type X	What's happening? How can the emergency be handled? What are the most urgent calls?	Process Optimization Training of dispatchers Automated Prioritization

Efficient Emergency Reactions

Analytics tools can make emergency reactions more efficient by helping to choose the right prevention measures. During emergencies, recording solutions provide a quick overview of the situation and enable access to relevant information to improve dispatcher reaction times.

To find out more about Mitel's recording and analytics solutions visit:
mitel.com/products/applications/contact-center/mitel-workforce-optimization

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