

Equature Call Classification

Enhancing Emergency Response Efficiency

Introduction

At Equature, we understand that efficient call handling is critical for emergency response centers. We have designed our advanced Call Classification feature to revolutionize the management of emergency calls, providing a robust solution that automatically categorizes calls with precision and depth. Equature built this groundbreaking technology on our solid foundation in transcription services, tailoring it to save valuable time and resources for perpetually understaffed centers.

Why This is Important

Automated Genius-Level Classification:

- Our system operates like a genius, listening to all calls and classifying them automatically without the need for human intervention. This ensures a higher level of accuracy and consistency in call categorization.

Enhanced Quality Assurance:

- Supervisors can save 75% of their time identifying the right calls for quality assurance (QA), allowing them to focus on more critical tasks.

Deep Analytical Insights:

- The feature provides in-depth analysis that was previously unattainable without investing hundreds of hours. This level of insight enables improved decision-making and more effective response strategies.

Contextual Understanding:

- Unlike traditional keyword searches, our Call Classification identifies the context of the call. For instance, when dealing with a "weapon" scenario, it understands the difference between a machete, gun, knife, or even a golf club, based on the context of the conversation. This contextual analysis is a key differentiator of our system.

Customizable Classifications

Equature's Call Classification is not a one-size-fits-all solution. We recognize that each agency has unique needs and operational protocols. Therefore, our classification system is fully customizable to meet the specific requirements of any agency.

Example categories:

1. **Medical Emergencies:** Health issues calls.
2. **Fires:** Reports of fires.
3. **Vehicle Accidents:** Collision-related incidents.
4. **Theft and Burglary:** Stolen property reports.
5. **Suspicious Activity:** Suspicious behavior reports.
6. **Domestic Disturbances:** Domestic violence incidents.
7. **Assault and Battery:** Physical altercations.
8. **Public Intoxication:** Public intoxication reports.
9. **Animal Complaints:** Issues with animals.
10. **Noise Complaints:** Loud noise reports.
11. **Welfare Checks:** Well-being checks.
12. **Missing Persons:** Missing individuals reports.
13. **Traffic Violations:** Reckless driving incidents.
14. **Mental Health Crises:** Mental health issues.
15. **Drug-Related Incidents:** Drug use reports.
16. **Alarms:** Security alarm activations.
17. **Vandalism:** Property damage reports.
18. **Trespassing:** Unauthorized entry reports.
19. **Lost Property:** Lost item reports.
20. **Child Endangerment:** Minor safety issues.
21. **Public Disturbances:** General public disturbances.
22. **Fraud and Scams:** Fraudulent activity reports.
23. **Emergency Assistance Requests:** General emergency help.
24. **Homicide or Attempted Homicide:** Serious life-threatening incidents.
25. **Search and Rescue:** Missing individuals' operations.
26. **Suicide:** Suicidal subjects or attempts.