Equature SmartScore
Elevating Emergency Call Management

Transform Quality Assurance with the Power of Automation

In emergency dispatch, every moment counts. Manual quality assessment processes are not only time-consuming but often impractical for handling the immense volume of emergency calls. SmartScore AutoQA from Equature is designed to change that. By transcribing calls, extracting critical data, and assessing performance with precision, SmartScore automates the entire QA process, enabling you to streamline operations, improve service quality, and save time.

How It Works

SmartScore begins by automatically transcribing each call, using advanced Natural Language Processing (NLP) to convert spoken conversations into text. From there, it extracts relevant data points to assess call performance, response times, adherence to protocols, and other key performance indicators. By classifying each call type, SmartScore can apply assessments specific to the nature of the call—whether it's a medical emergency, public disturbance, or other critical situation—resulting in highly accurate, contextual evaluations.

Key Benefits

Time Efficiency Through Automation

With SmartScore, the days of random call sampling and labor-intensive QA evaluations are over. By automating quality assessments, SmartScore evaluates 100% of calls in real-time. This allows supervisors to allocate their time to more strategic activities, such as coaching dispatchers and improving response protocols, instead of laboriously reviewing individual calls.

Consistent and Unbiased Accuracy

SmartScore eliminates the risk of human bias and ensures a fair evaluation of every call. By assessing calls based on their transcribed content, it maintains a consistent standard of quality across different call types. Whether it's evaluating response to a fire incident or a suspicious activity report, SmartScore ensures every dispatcher is evaluated objectively.

Instant Insights for Immediate Action

The near real-time nature of SmartScore provides supervisors with instant insights into dispatcher performance. By categorizing calls and highlighting specific call types that need attention, SmartScore empowers supervisors to deliver targeted coaching as soon as issues arise. Faster feedback translates to quicker adjustments and better service quality.

Tailored Evaluation for Specific Call Types

SmartScore doesn't take a one-size-fits-all approach to call assessment. By classifying each call automatically, it ensures that evaluations are relevant to the specific context of each call. For example, emergency medical calls are assessed differently than traffic violations, allowing for a more nuanced and effective QA process that addresses the unique challenges of each type of incident.

Enhancing Operational Efficiency

By automating both transcription and evaluation, SmartScore enables dispatchers to focus on what they do best—responding to emergencies. With less time spent on manual assessments, teams can handle higher call volumes without sacrificing quality, thereby enhancing the overall efficiency and responsiveness of your emergency service operations.

Equature

A Real-World Difference

Imagine an emergency response team that no longer has to worry about the limitations of manual QA. Every call, whether it's an emergency or a non-emergency, is transcribed, categorized, and evaluated instantly. This means that supervisors no longer need to manually sift through a small percentage of calls to perform quality checks —they have access to a comprehensive view of all calls. With SmartScore, they can identify performance gaps, response issues, and areas needing improvement across all dispatchers.

For instance, if a dispatcher struggles with a specific type of call, such as high-stress medical emergencies, SmartScore will identify this automatically. Supervisors can then address these gaps through targeted training, improving dispatcher confidence and effectiveness. Moreover, the ability to analyze trends across thousands of calls means that systemic issues can be identified and resolved before they become critical problems.

Public safety is ultimately about ensuring the fastest, most accurate response to those in need. SmartScore empowers emergency response teams to achieve this by turning every call into a data point that contributes to operational improvement. As a result, dispatch centers can respond faster, reduce errors, and provide a higher level of care to the communities they serve. The automated insights from SmartScore create a proactive approach to quality assurance, helping agencies stay ahead of potential challenges and maintain the highest standards of service.

Empower Your Team with SmartScore AutoQA

SmartScore isn't just about automating tasks—it's about empowering your emergency response team to deliver the highest level of service. With tailored insights, unbiased evaluations, and real-time data, SmartScore ensures that every call gets the attention it needs, helping your organization meet the demands of public safety with confidence and precision.

SmartScore provides the foundation for a proactive approach to quality assurance. By leveraging advanced AI technologies, it ensures that every detail of each call is captured, evaluated, and acted upon when necessary. This not only supports continuous improvement but also fosters a culture of accountability and excellence. With SmartScore, your team will be equipped to meet the highest standards of performance, ensuring that your community receives the best possible care and service.

About Equature

Equature is dedicated to enhancing public safety through innovative technology solutions that improve communication, response times, and operational efficiency. Our products are designed to empower emergency response teams with the tools they need to deliver exceptional service. From advanced transcription and automated QA to real-time data insights, Equature is committed to supporting public safety agencies in their mission to protect and serve their communities. Learn more at www.equature.com.

📞 (866) 377-2677

✉️ info@equature.com

🌐 www.equature.com