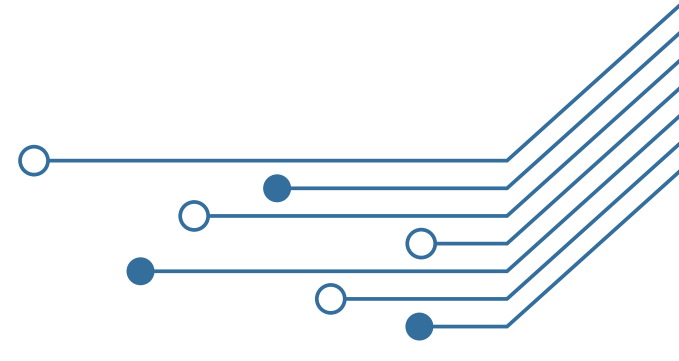




From Manual to Magical:

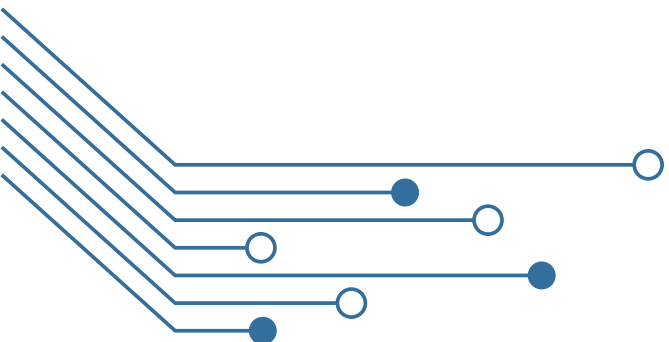
How EVA-SmartScore Auto QA Can Transform 911 Dispatch

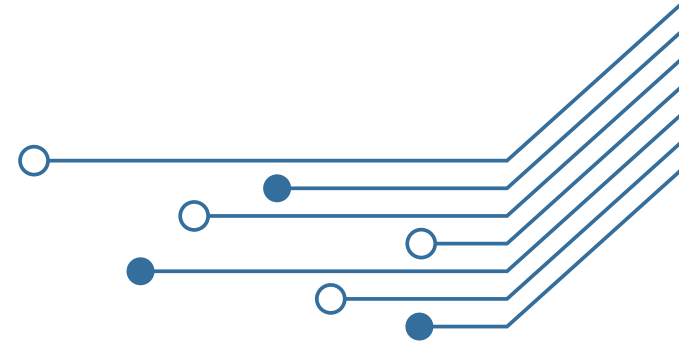


From Manual to Magical:

HOW EVA-SMARTSCORE AUTO QA CAN TRANSFORM
911 DISPATCH

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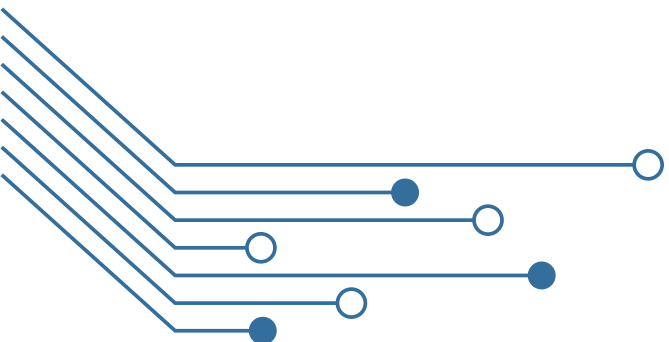


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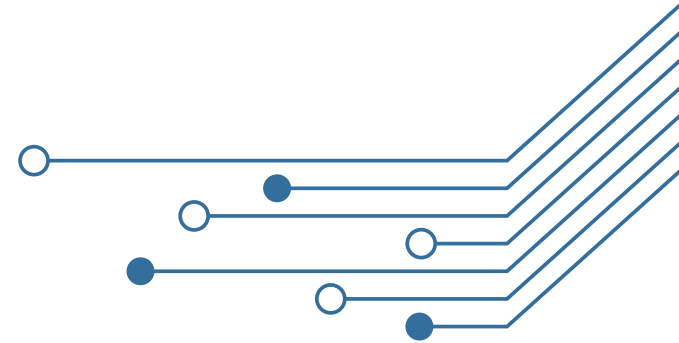


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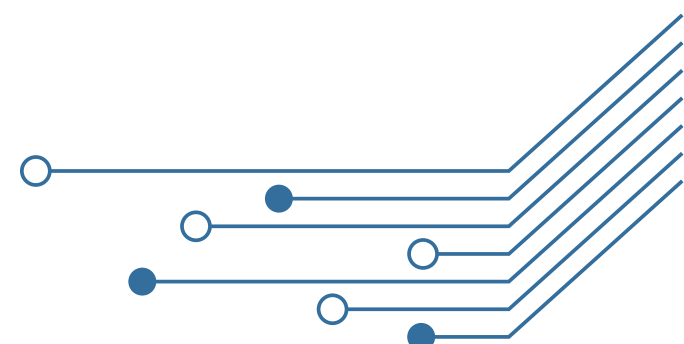
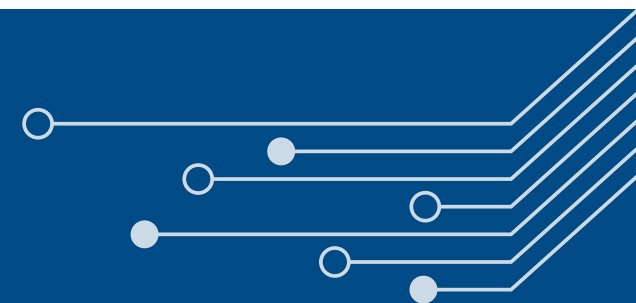




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Section 1: Introduction

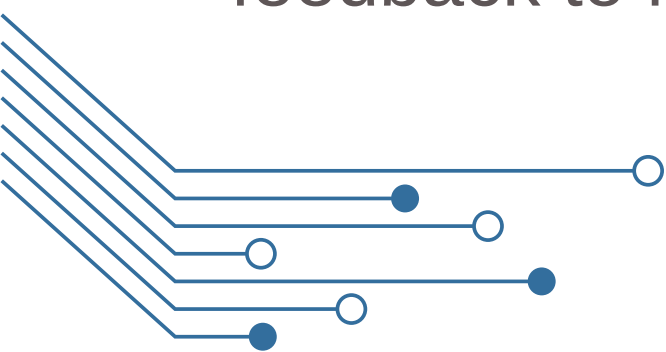


Equature conducted a survey focused on the challenges and practices 911 communications centers experience performing quality assurance/quality improvement (QA/QI) assessments on their 911 calls. One hundred fifty-nine (159) agencies responded to our multi-level survey with the results cited below. The results provide clear insight into the unique challenges agencies face and how Equature's EVA SmartScore will assist in alleviating these barriers to successful QA/QI implementation.

Key Findings:

- 64% of responding call centers are required to perform QA evaluations, while 36% are not.
- The typical amount of time spent per QA evaluation is 5-15 minutes (36% of responses). 30% said they do not perform QA.
- Staffing was cited as the top challenge preventing agencies from completing QA, followed by 34% who said they have no issues completing evaluations.
- 46% of centers require 1-10 QA evaluations per telecommunicator per month. 42% have no monthly requirements.
- For an ideal QA system, the top responses were: provide top areas needing improvement (22%), automate evaluations (22%), remove biases (19%), provide certified training (18%), evaluate all 911 calls (16%).

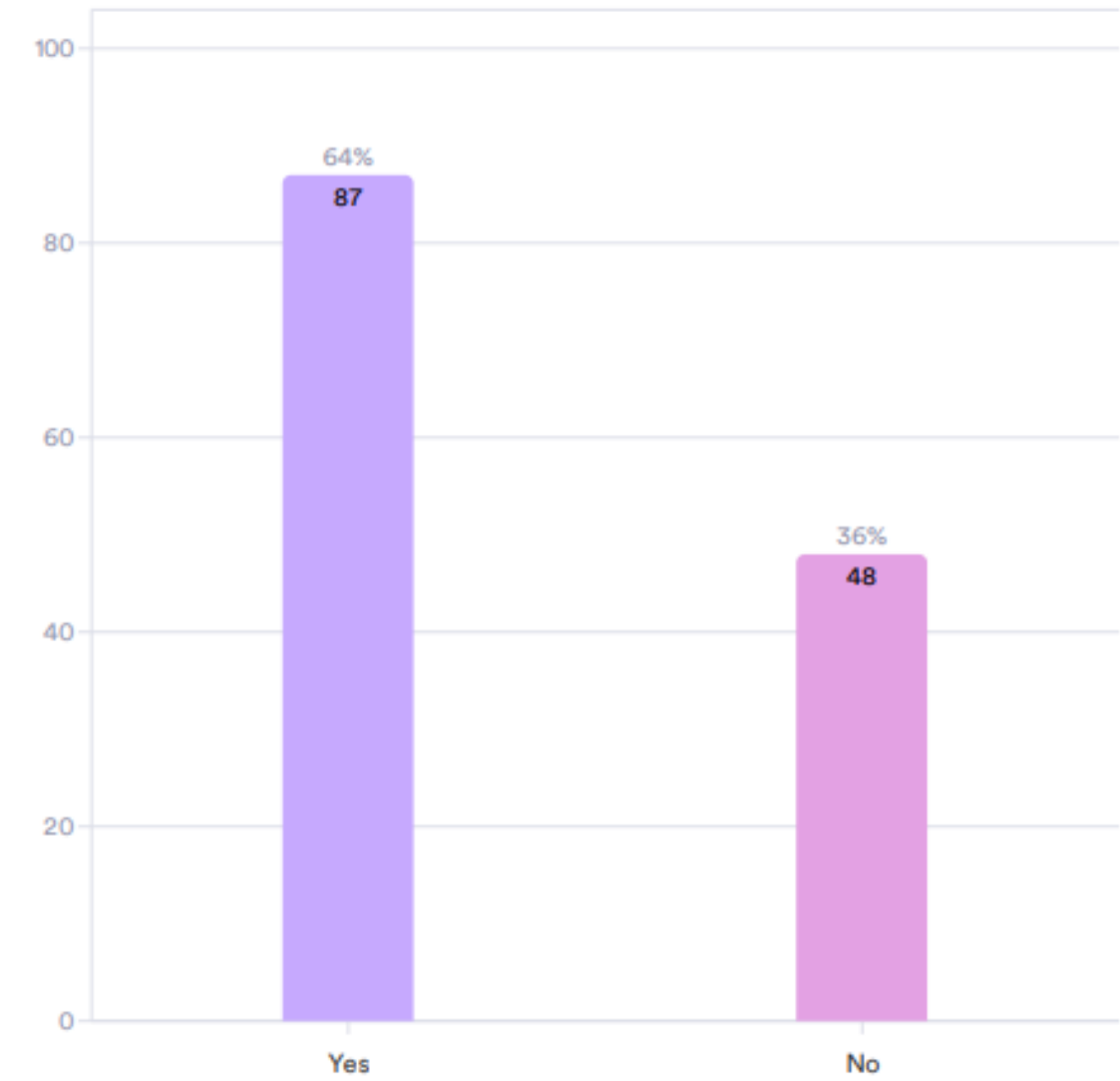
In summary, while most 911 call centers conduct quality assurance evaluations, staffing levels and time constraints pose challenges. Call centers desire more automated QA processes and actionable feedback to improve operations and training.





Is your center required to perform QA evaluations?

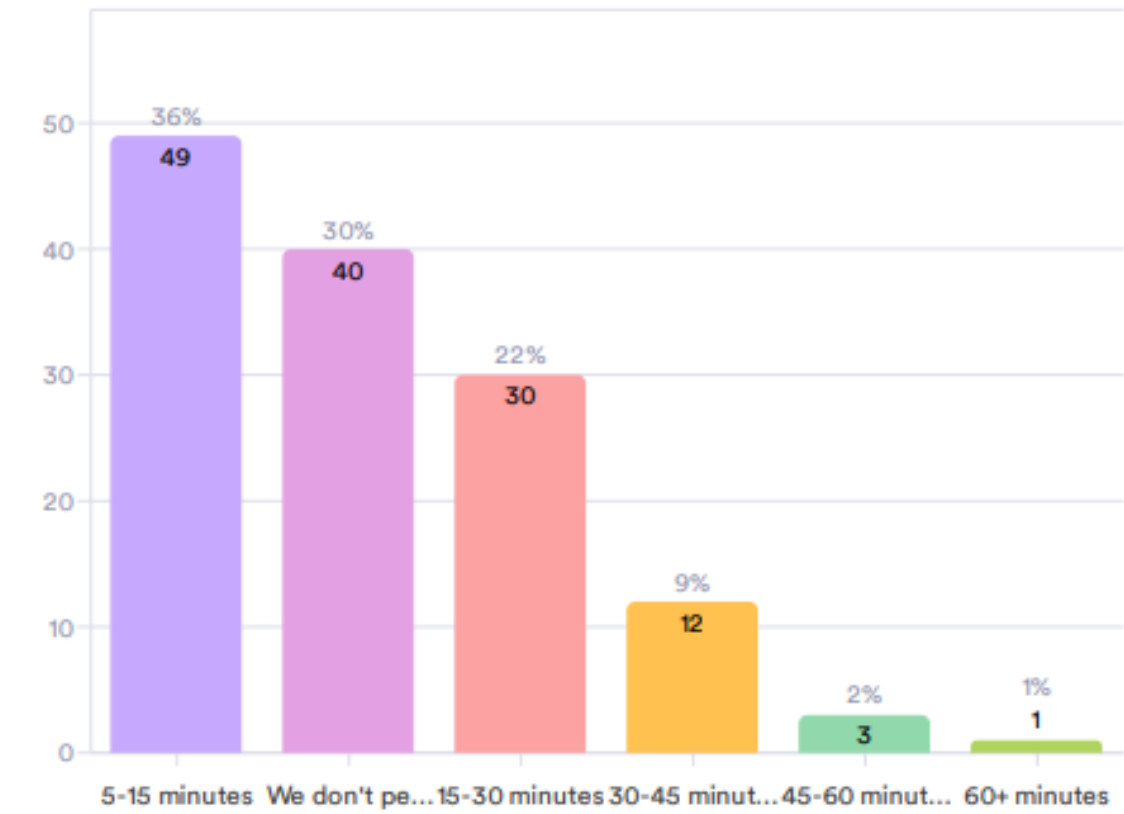
135 Responses



Data	Response	%
Yes	87	64%
No	48	36%

How long does each average QA evaluation take to complete?

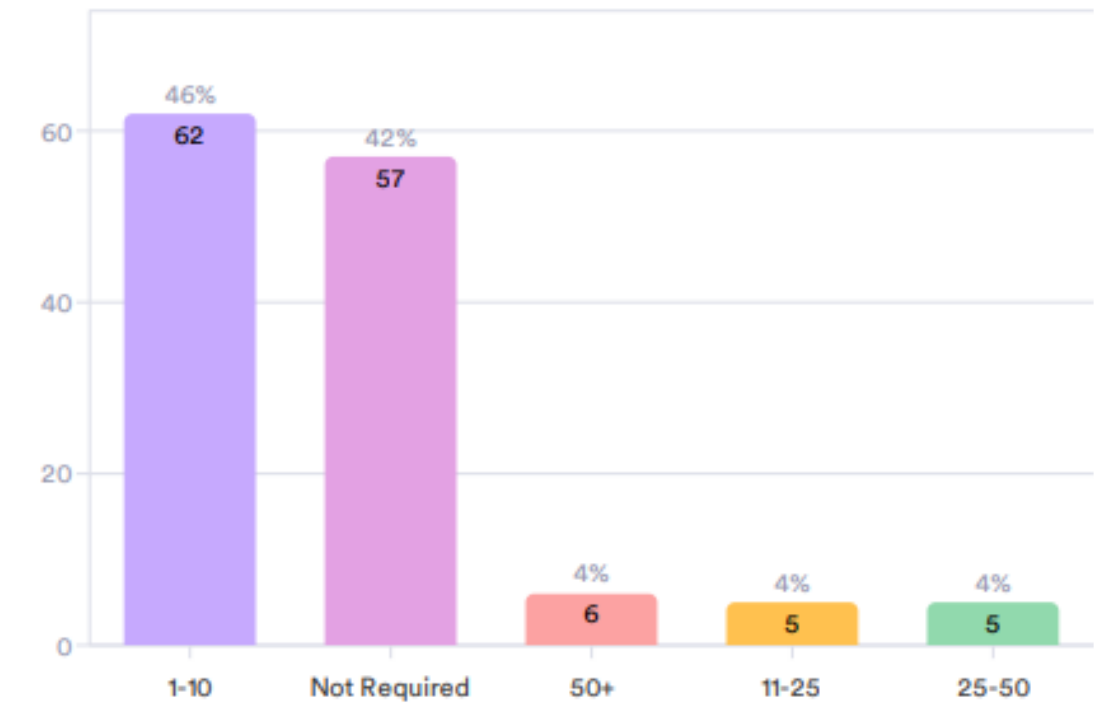
135 Responses



Data	Response	%
5-15 minutes	49	36%
We don't perform QA	40	30%
15-30 minutes	30	22%
30-45 minutes	12	9%
45-60 minutes	3	2%
60+ minutes	1	1%

How many QA evaluations are required per month per telecommunicator?

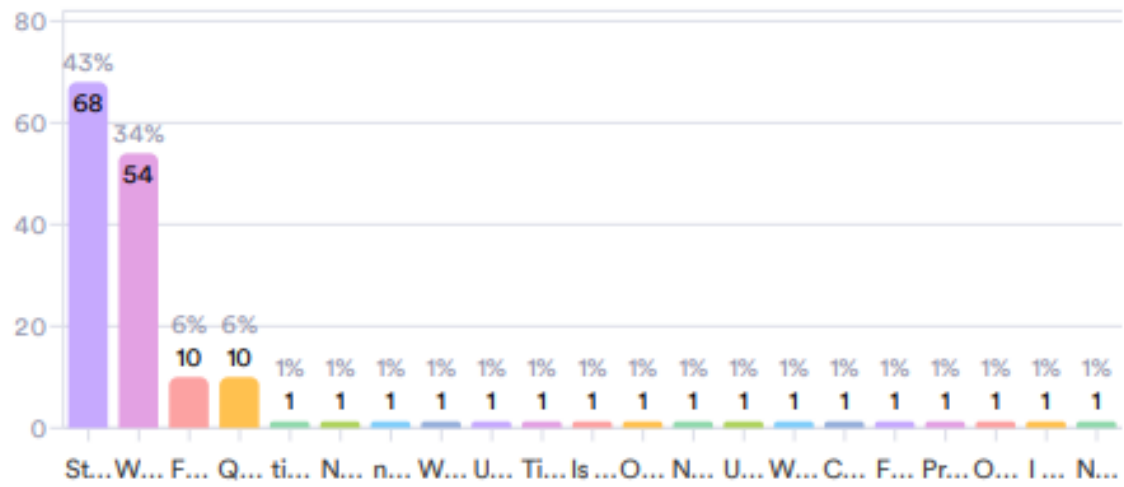
135 Responses



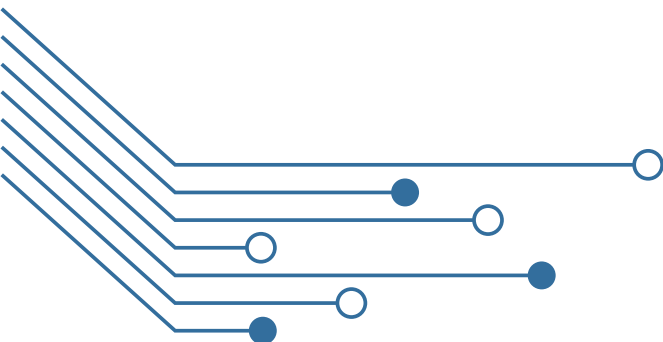
Data	Response	%
1-10	62	46%
Not Required	57	42%
50+	6	4%
11-25	5	4%
25-50	5	4%

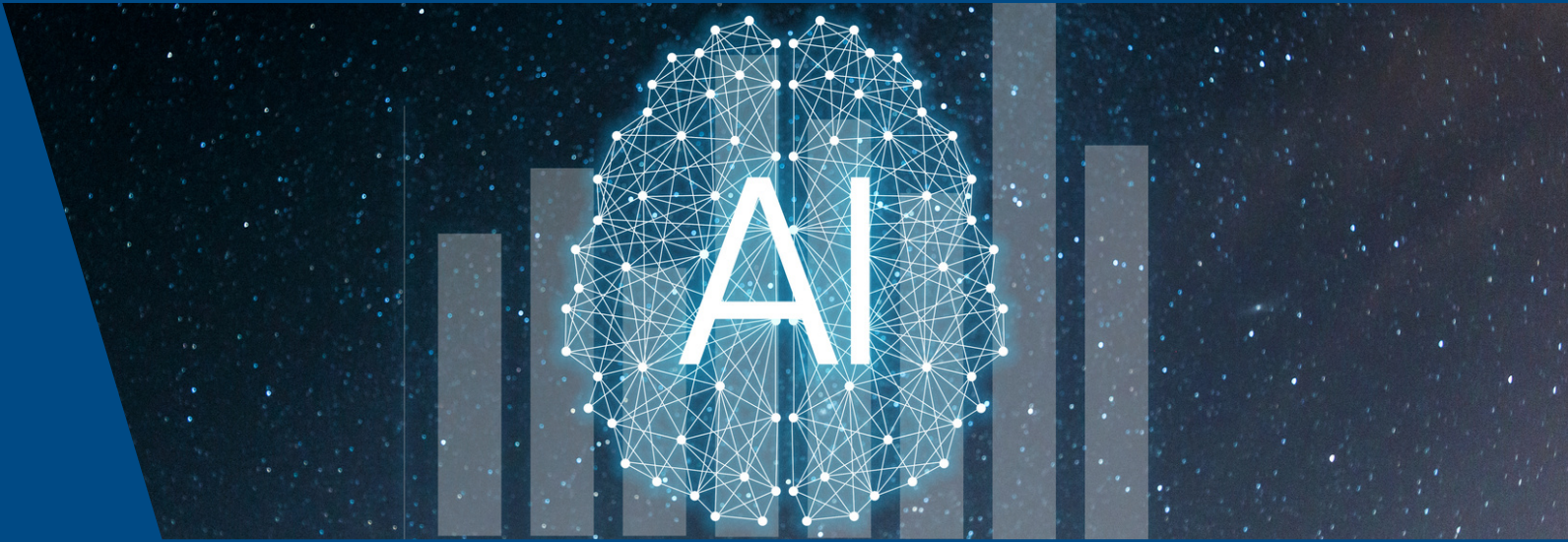
What prevents your agency from completing QA evaluations?

159 Responses



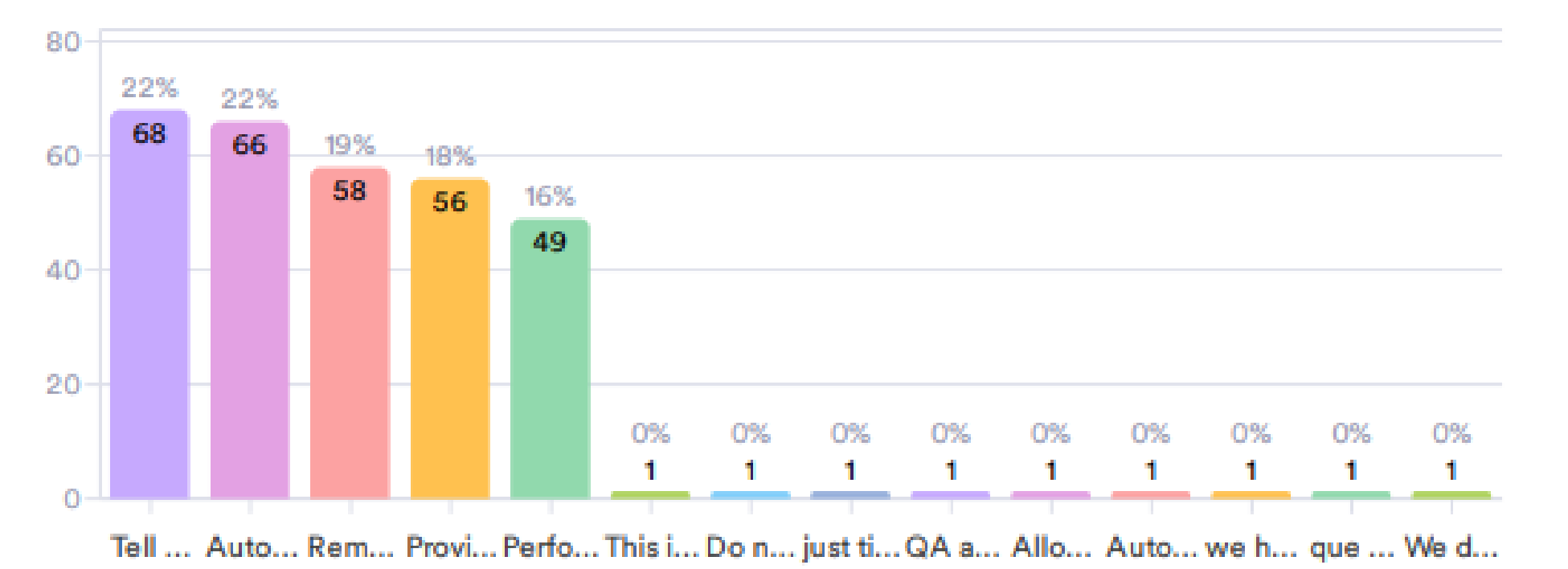
Data	Response	%
Staffing	68	43%
We don't have issues completing QA evaluations	54	34%
Funding	10	6%
Quantity of Calls	10	6%
time	1	1%
Not enough time in the day - each ...	1	1%
not on the dispatch centers radar	1	1%
We do not use a formalized eval bu...	1	1%
Union Contracts	1	1%



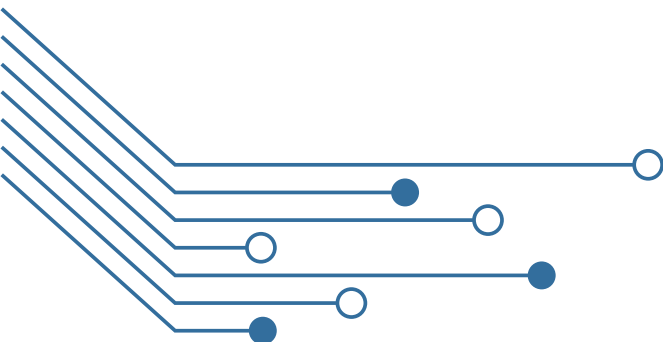


If you could have an ideal QA system, what would that be?

306 Responses



Data	Response	%
<div></div> Tell me the 5 areas of improvement	68	22%
<div></div> Automatically perform the QA	66	22%
<div></div> Remove possible biases	58	19%
<div></div> Provide certified online video training	56	18%
<div></div> Perform QA on all 911 calls	49	16%
<div></div> This is not a 911 center; we have very few...	1	0%
<div></div> Do not need	1	0%
<div></div> just time to get them completed	1	0%
<div></div> QA all high level calls, CPR, Pregnancy/La...	1	0%
<div></div> Allow Training/QA Coordinator to oversee...	1	0%
<div></div> Automatically performs the QA so memb...	1	0%



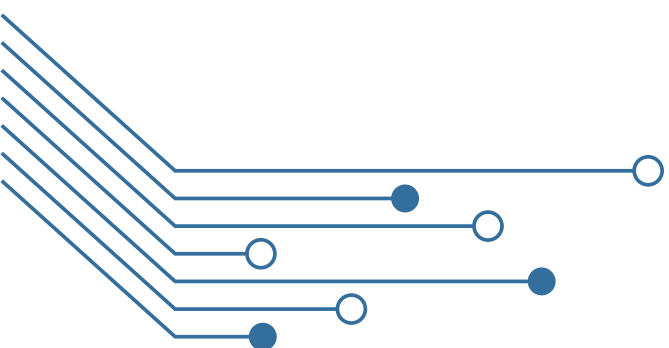


911 service response is critical, as it can mean the difference between life and death for those in need. In emergency situations, time is of the essence, and every second counts. Therefore, it is essential that 911 dispatchers and telecommunicators are able to handle calls quickly and efficiently, while also keeping field responders safe.

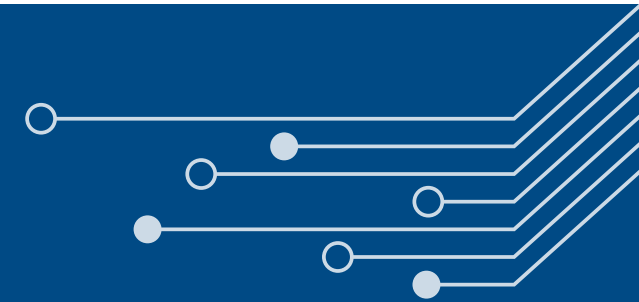
However, the manual process of Quality Assessment (QA) for 911 service response is often challenging and time-consuming for dispatchers and telecommunicators. Understaffed 911 Public Safety Answering Points (PSAPs) often struggle to find the time to manually review and assess calls. The manual process also presents limitations in identifying and addressing issues, which can impact the quality of 911 service response.

Fortunately, automated QA offers a solution to the challenges of manual QA for 911 dispatchers and telecommunicators. By automating the QA process, dispatchers and telecommunicators can spend more time handling calls and responding to emergencies, while also improving the overall quality of 911 service response.

In the following chapters, we will explore the benefits of using automated QA for 911 service response, including improved response times, increased accuracy, and enhanced quality assurance. We will also address concerns about cost, privacy, and reliability, and provide practical next steps for 911 dispatchers and telecommunicators who are interested in implementing automated QA.



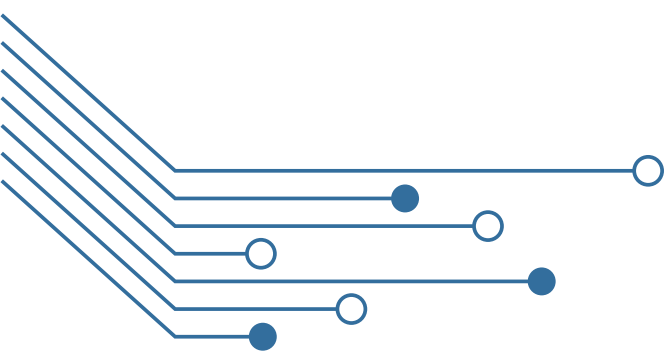
Section 2: Defining the Problem

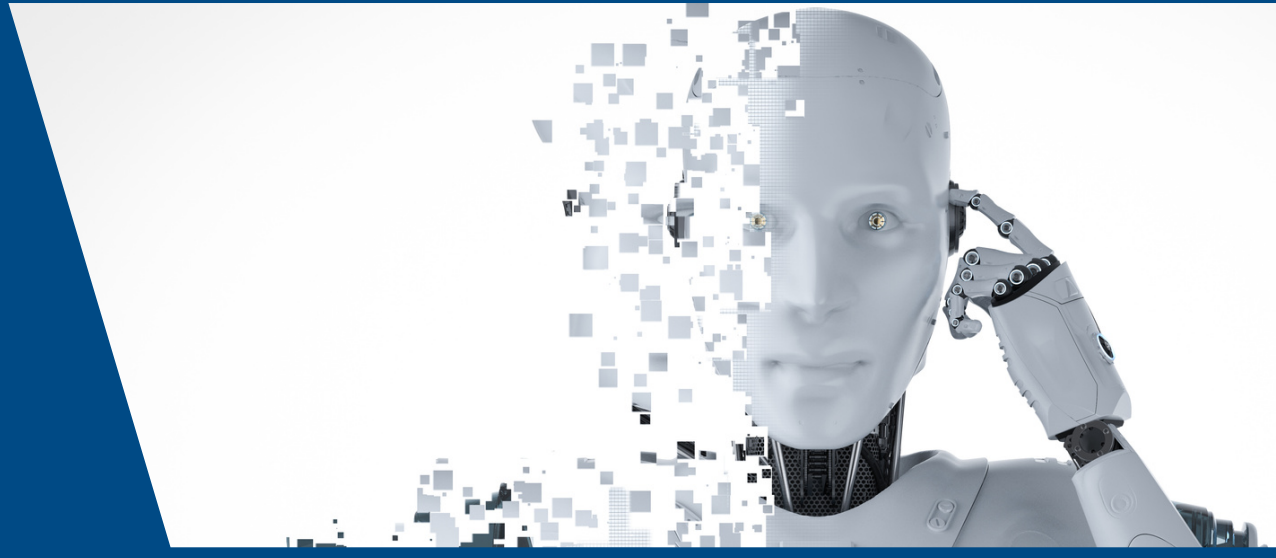


The manual process of Quality Assessment (QA) for 911 service response presents significant challenges for dispatchers and telecommunicators. One of the most significant challenges is the time-consuming nature of manual QA. Understaffed 911 Public Safety Answering Points (PSAPs) often struggle to find the time to manually review and assess calls. This is especially true in high call volume environments, where dispatchers and telecommunicators must handle a large volume of calls in a short amount of time.

Moreover, manual QA presents limitations identifying and addressing issues. PSAPs typically only have the resources to sample 1 to 2% of the calls, which is a small fraction of the total number of calls received. As a result, most issues are unlikely to show up in such a small sample. This limitation can lead to missed opportunities to identify and address issues that impact the quality of 911 service response.

The potential impact of manual QA on 911 service response is also a concern. The manual process is not only time-consuming but can also be error-prone. Inaccurate assessments can lead to delays in improving the quality of your 911 service response, which can have serious consequences in emergency situations. Moreover, manual QA can also contribute to burnout among dispatchers and telecommunicators, who must juggle the demands of handling calls and managing the QA process.

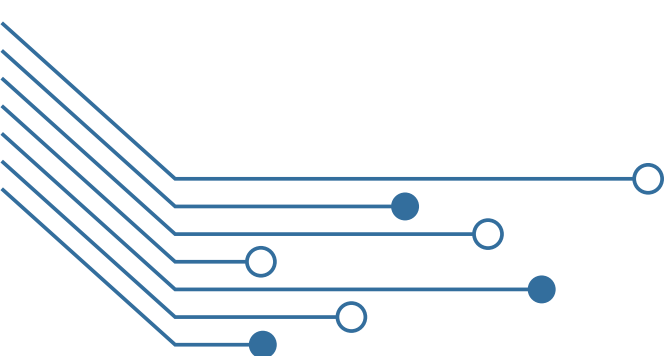




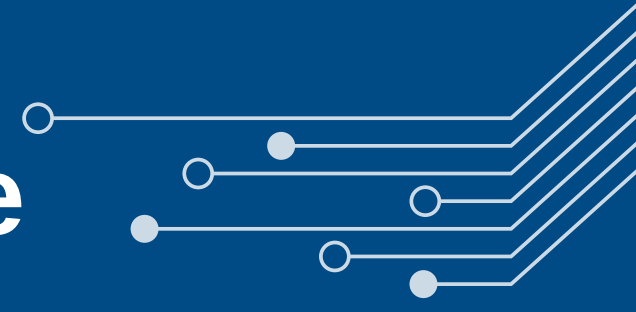
Another challenge with manual QA is the potential for bias. When calls are manually assessed, there is a risk that the grader may be biased against a particular dispatcher or telecommunicator, resulting in unfair grading. This can be especially problematic if the grader has a personal issue with the individual being graded. Such biases can lead to inaccurate assessments, which can have negative consequences for the dispatcher or telecommunicator and the quality of 911 service response.

Furthermore, PSAPs are often understaffed, with up to 40% of positions remaining unfilled. This shortage can exacerbate the challenges of manual QA, as there are not enough resources to handle the volume of calls and manage the QA process effectively.

Automated QA offers a solution to the challenges of manual QA for 911 dispatchers and telecommunicators. By automating the QA process, PSAPs can reduce the time and resources needed to manage QA, while also increasing the accuracy and coverage of QA assessments. The next chapter will explore how automated QA can improve 911 service response.



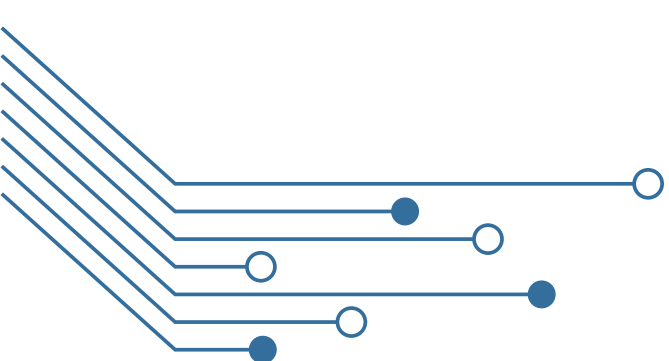
Section 3: Introducing EVA-SmartScore



Automated QA offers a solution to the challenges of manual QA for 911 dispatchers and telecommunicators. By automating the QA process, PSAPs can reduce the time and resources needed to manage QA, while also increasing the accuracy and coverage of QA assessments.

Equature's EVA (Equature Virtual Assistant) SmartScore product offers a comprehensive solution that eliminates human bias and provides substantive feedback to supervisors for training gaps and areas to improve service response. EVA-SmartScore works by recording and transcribing 911 calls automatically and then submitting the transcriptions to Equature's AI for automated answers to the survey questions.

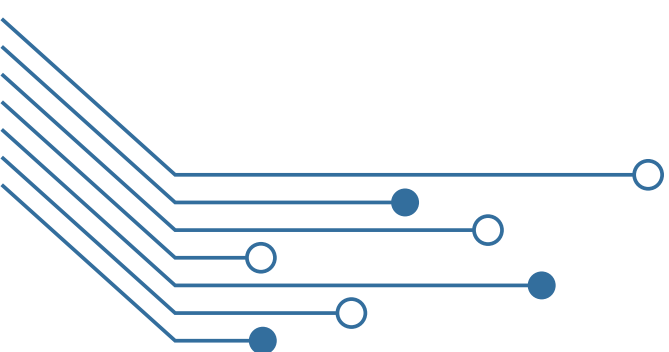
Equature's AI uses Natural Language Processing (NLP) and machine learning algorithms to analyze the transcriptions and evaluate key performance indicators such as call handling times, accuracy, and adherence to protocols. This allows for consistent and objective evaluation of calls, without the risk of human bias or error.



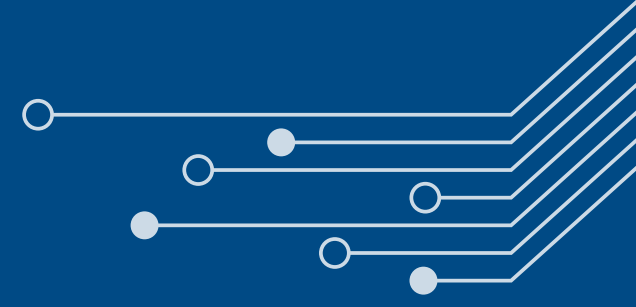


The benefits of using EVA-SmartScore for 911 dispatchers and telecommunicators are numerous. Firstly, it saves time and resources, as the manual QA process is time-consuming and often impractical in high call volume environments. Secondly, it provides accurate and comprehensive feedback, enabling supervisors to identify training gaps and areas for improvement quickly. Thirdly, it offers consistent and objective evaluation, which reduces the risk of human bias and error in the QA process.

Finally, EVA-SmartScore offers the potential for advanced analytics and insights. With almost all of the 911 calls evaluated by the AI, PSAPs can generate valuable data and analytics on call trends, performance, and service response. This information can help PSAPs make data-driven decisions and continuously improve the quality of 911 service response.



Section 4: Evidence of Effectiveness

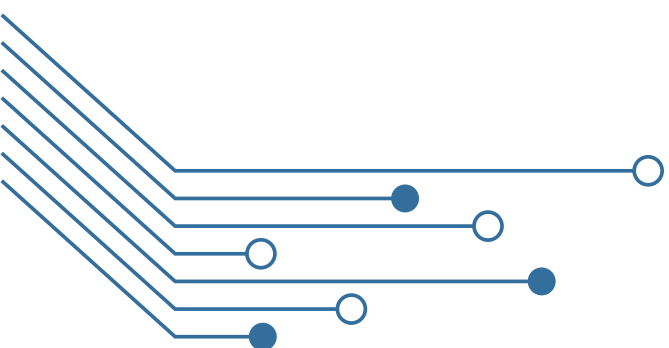


While automated QA has been successfully used in the commercial contact center space for several years, the AI-based EVA-SmartScore from Equature offers the 911 PSAP market a significant improvement. Our system uses LLM/NLP (Large Language Model / Natural Language Processing) AI, which is more accurate and reliable than the rules-based automation used in the commercial contact center space.

One of the key advantages of Equature's AI-based EVA-SmartScore is its ability to analyze complex language and identify nuanced performance issues. The system uses NLP algorithms to analyze the tone, intent, and context of the calls, providing more accurate and meaningful evaluations than rules-based automation. This enables supervisors to identify performance issues that may have been missed with traditional QA methods, resulting in more effective coaching and training.

Moreover, Equature's EVA-SmartScore can identify patterns and trends across all calls, enabling supervisors to proactively identify and address issues before they become major problems. This is a significant improvement over manual QA, where supervisors may only identify issues after they have already caused problems.

Another advantage of our AI-based system is its ability to learn and adapt over time. The system uses machine learning algorithms to continuously improve its evaluations, incorporating new data and feedback from supervisors to refine its assessments. This ensures that the system remains accurate and reliable even as the PSAP's operations evolve.

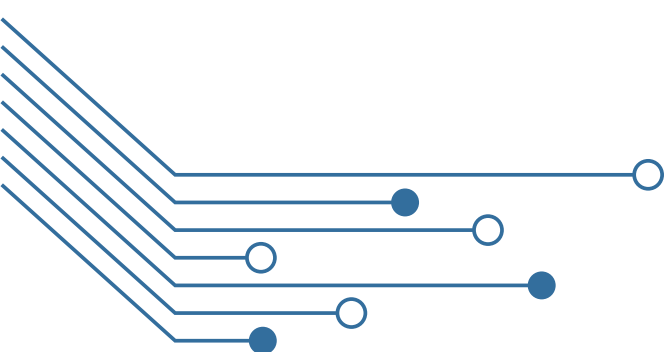




The benefits experienced in the Public Safety industry will provide insight into how EVA-SmartScore can improve 911 service response. As pioneers in bringing this technology to the PSAP industry, we expect to see similar benefits for dispatchers and telecommunicators.

One of the most significant benefits of EVA-SmartScore is the volume of evaluations completed. In the commercial contact center space, EVA-SmartScore has enabled organizations to evaluate up to 1,000 times more calls than would be possible with manual QA. This increased coverage provides a more comprehensive understanding of agent performance, which can lead to more effective coaching and training.

Another benefit of using EVA-SmartScore is 100% visibility into agent performance. With manual QA, organizations typically only have the resources to evaluate a small sample of calls. This limited visibility misses opportunities to identify and address performance issues. In contrast, EVA-SmartScore provides comprehensive evaluations of all calls, ensuring that all performance issues are identified and addressed promptly.

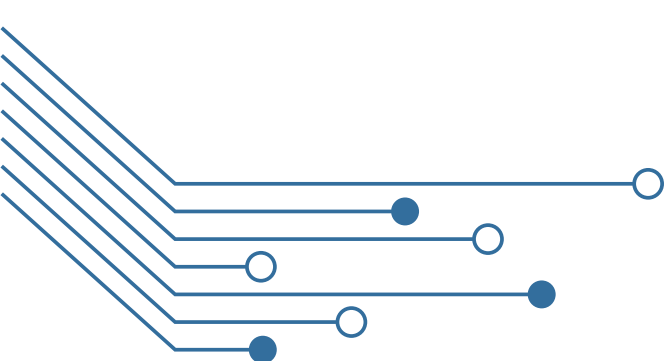




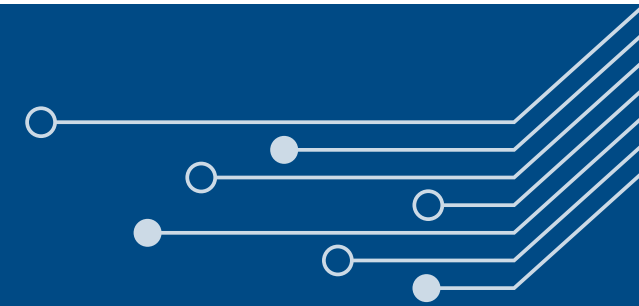
EVA-SmartScore also provides instantaneous insights into coaching opportunities. With manual QA, supervisors must manually review and assess calls before providing feedback to agents. This process can be time-consuming and can result in delays in providing feedback. In contrast, EVA-SmartScore provides instantaneous insights into coaching opportunities, allowing supervisors to provide feedback and coaching to agents immediately.

Finally, EVA-SmartScore provides faster feedback to agents. With manual QA, the feedback process can take days or even weeks, which delays action to improve agent performance. In comparison, EVA-SmartScore provides immediate feedback, allowing agents to address performance issues quickly and improve their skills and knowledge.

Overall, the benefits of automated QA in the commercial contact center space are significant and have been proven over several years. As pioneers in bringing this technology to the 911 PSAP market, Equature expects to see similar benefits for dispatchers and telecommunicators.



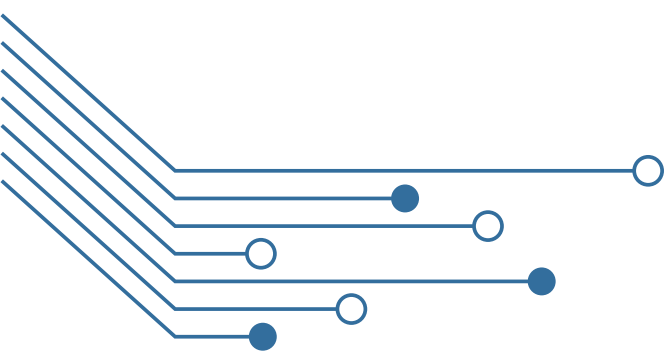
Section 5: Highlighting the Benefits



EVA-SmartScore provides significant benefits for 911 dispatchers and telecommunicators, enabling them to improve call handling times, reduce errors, and enhance the quality assurance and service response. In this chapter, we explore these benefits in more detail and provide a cost comparison between manual and automated QA to highlight the time and cost savings that can be achieved.

Improved Call Handling Times: Automated QA can help dispatchers and telecommunicators improve call handling times by identifying areas for improvement in real-time. By analyzing the tone, intent, and context of the calls, automated QA can provide feedback and coaching to agents on how to handle calls more efficiently and effectively. This can result in faster call handling times, leading to improved 911 service response and public safety.

Reduced Errors and Increased Accuracy: Automated QA can also help to reduce errors and increase the accuracy of call evaluations. By using NLP and machine learning algorithms, the AI-based system can analyze calls more accurately and consistently than manual QA. This ensures that all calls are evaluated objectively and consistently, reducing the risk of errors and delays identifying performance issues.





Enhanced Quality Assurance and Service Response: Automated QA can also enhance the quality assurance and service response of 911 PSAPs. By providing comprehensive evaluations of all calls, supervisors can identify trends and patterns in call data, enabling them to proactively address performance issues and improve service response. This can lead to better public safety outcomes and increased public trust in the 911 system.

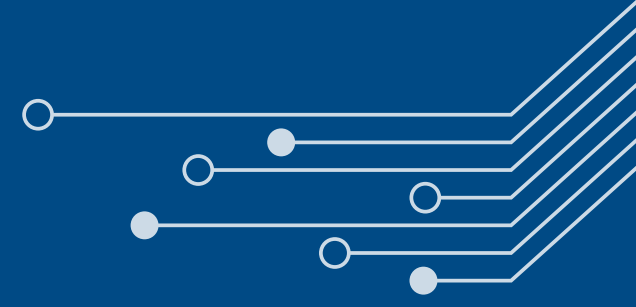
Cost Comparison - Manual vs. Automated QA:

The time and cost savings achieved through automated QA can be significant. For example, if a PSAP needed to manually QA 200 2-minute calls per month, it could take up to 80 hours of staff time to complete this process. Assuming an hourly rate of \$25 for PSAP staff, this would result in a cost of \$2,000 per month or \$24,000 per year.

In contrast, automated QA can complete the same process in a fraction of the time, typically within minutes. Assuming a cost of \$2 per call for automated QA, the cost of QA for 200 calls per month would be only \$400 per month or \$4,800 per year. This represents a savings of \$19,200 per year, in addition to the time savings achieved by eliminating the need for manual QA.

Overall, automated QA provides significant benefits for 911 dispatchers and telecommunicators, enabling them to improve call handling times, reduce errors, and enhance the quality assurance and service response. Moreover, the cost savings achieved through automated QA can be substantial, enabling PSAPs to allocate resources more effectively and efficiently.

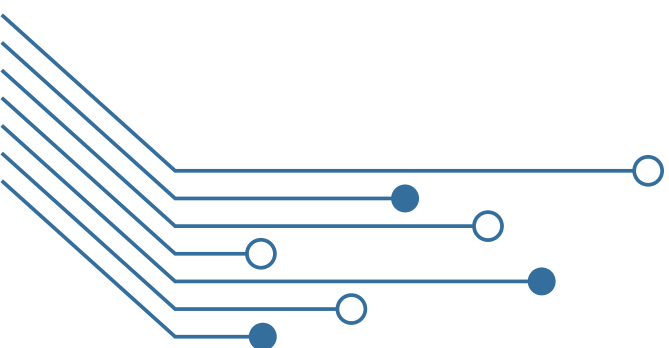
Section 6: Addressing Concerns



While automated QA offers significant benefits for 911 dispatchers and telecommunicators, some concerns may arise regarding cost, privacy, confidentiality, reliability, and implementation issues. In this chapter, we will address these concerns and provide guidance on how to address them effectively.

Cost Considerations: One concern that may arise is the cost of implementing automated QA. While the cost savings achieved through automated QA can be substantial, some PSAPs may be hesitant to invest in a new technology. To address this concern, it is important to conduct a cost-benefit analysis, comparing the costs of manual QA to the costs of automated QA. In most cases, the cost savings achieved through automated QA will significantly outweigh the initial investment.

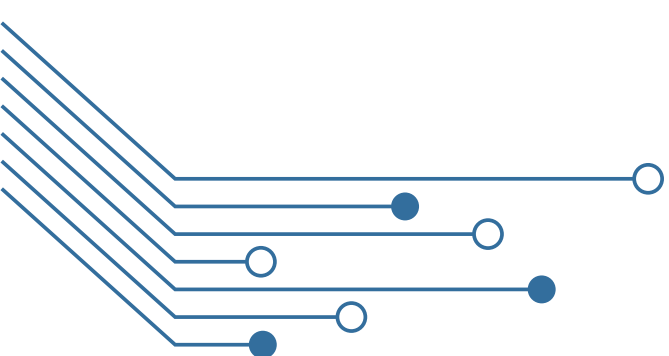
Privacy and Confidentiality Concerns: Another concern that may arise is the privacy and confidentiality of call recordings and data. Automated QA relies on call recordings and data to provide accurate evaluations and feedback. To address this concern, it is important to ensure that all call recordings and data are stored securely and accessed only by authorized personnel. Additionally, it is important to comply with all relevant privacy and confidentiality regulations, such as HIPAA and CJIS.



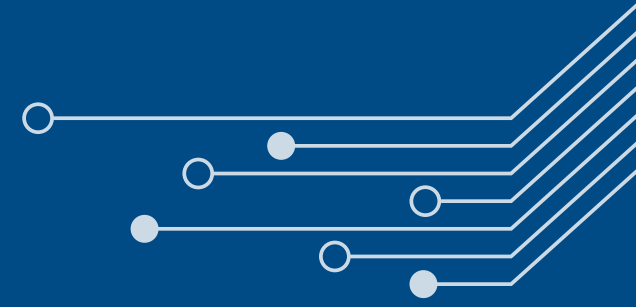


Reliability and Implementation Issues: Finally, some PSAPs may be concerned about the reliability and implementation of automated QA. To address these concerns, it is important to work with a reputable vendor that has experience implementing automated QA in the 911 industry. This vendor should provide training and support to ensure that the system is implemented effectively and efficiently. Additionally, it is important to conduct regular testing and quality assurance checks to ensure that the system is functioning reliably.

Overall, while concerns may arise regarding cost, privacy, confidentiality, reliability, and implementation issues, these concerns can be effectively addressed through careful planning and consideration. By working with a reputable vendor and conducting a cost-benefit analysis, PSAPs can implement automated QA to improve 911 service response and ensure public safety.



Section 7: Next Steps

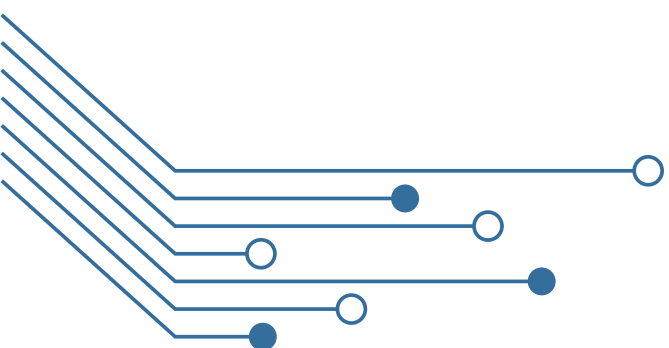


Now that we have explored the benefits of automated QA for 911 service response and addressed concerns that may arise, let's discuss the next steps for implementing this technology in your PSAP. In this chapter, we will cover pricing and implementation options, training and support for 911 dispatchers and telecommunicators, and how to get started with automated QA.

Pricing and Implementation Options: When considering pricing and implementation options for automated QA, it is important to work with a reputable vendor that can provide flexible options to meet the needs and budget of your PSAP. This may include options for cloud-based or on-premise solutions, as well as scalable pricing models based on call volume.

Training and Support for 911 Dispatchers and Telecommunicators: To ensure the successful implementation and adoption of automated QA, it is important to provide comprehensive training and support to 911 dispatchers and telecommunicators. This may include training on the use of the automated QA system, as well as ongoing coaching and feedback to improve performance.

It is also important to provide support for supervisors and administrators, including access to analytics and reporting tools to track performance and identify areas for improvement.



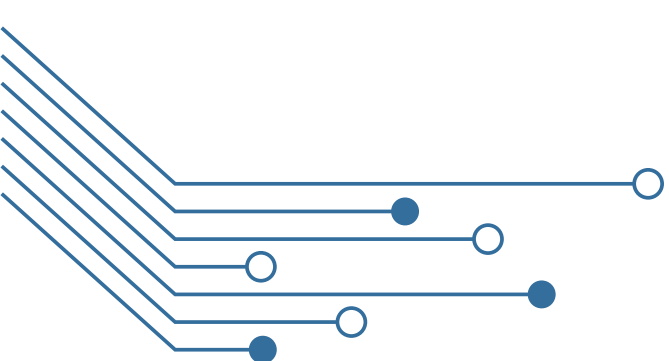


How to Get Started with Automated QA for 911 Service

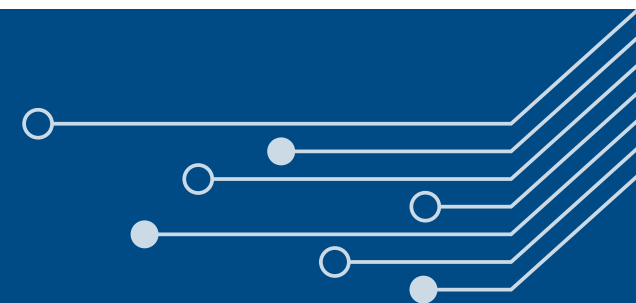
Response: To get started with automated QA for 911 service response, it is important to conduct a needs assessment to determine the specific requirements and goals of your PSAP. This may include identifying areas for improvement in call handling times, accuracy, and quality assurance.

Once your needs have been identified, it is important to work with a reputable vendor that can provide a customized solution to meet your specific requirements. This may include a comprehensive implementation plan, training and support for dispatchers and telecommunicators, and ongoing monitoring and evaluation to ensure the success of the system.

In conclusion, implementing automated QA for 911 service response offers significant benefits for PSAPs, including improved call handling times, reduced errors and increased accuracy, and enhanced quality assurance and service response. By working with a reputable vendor and providing comprehensive training and support, PSAPs can successfully implement automated QA and ensure public safety.



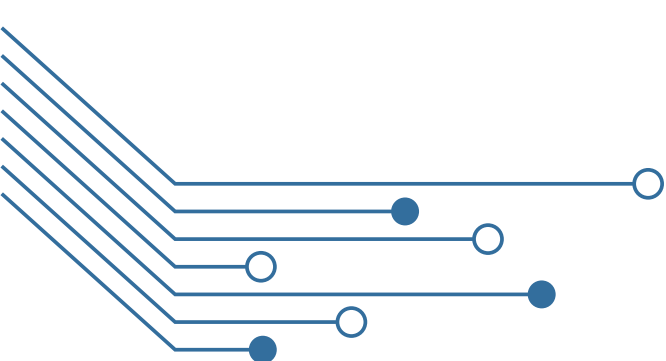
Section 8: Conclusion

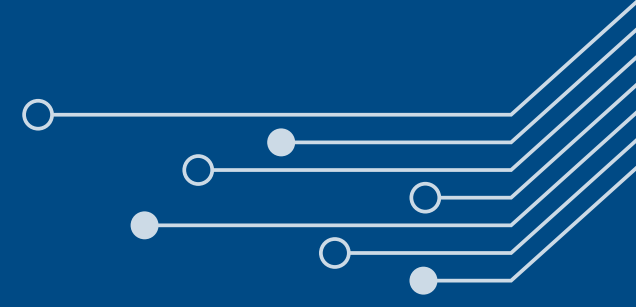


Automated QA has the potential to transform 911 service response by providing faster, more accurate, and more comprehensive evaluations of all calls. By leveraging advanced NLP and machine learning technologies, automated QA enables PSAPs to improve call handling times, reduce errors, and enhance the quality assurance and service response of their operations.

While concerns may arise regarding cost, privacy, confidentiality, reliability, and implementation issues, these concerns can be effectively addressed through careful planning and consideration. By working with a reputable vendor and providing comprehensive training and support, PSAPs can successfully implement automated QA and ensure public safety.

In conclusion, we recommend that PSAPs seriously consider implementing automated QA to improve 911 service response. By doing so, they can ensure faster response times, reduce errors, and enhance the quality assurance and service response of their operations. With the potential impact that automated QA can have on public safety, it is essential that PSAPs take advantage of this technology to provide the best possible service to their communities.





Thank you for reading From Manual to Magical: How Automated QA Can Transform 911 Dispatch. We hope you have found this information to be useful and informative. Should you require more information, please contact Equature.



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