

Revolutionizing Service for 911 Operations: Why PSAPs Need Intelligent Virtual Assistants Now

Many calls received by public safety answering points (PSAPs) are non-emergency calls. Citizens often call in with noise complaints or parking violations. These calls, while important, can increase the risk of delayed response in critical situations and overload call takers in a sector that's already facing a staffing shortage, budget constraints, and aging infrastructure.

Traditional tools such as legacy Interactive Voice Response (IVR) systems and manual call handling are no longer sufficient to address these challenges, but next-generation Intelligent Virtual Assistants (IVAs) offer a transformative solution to modernizing public service.

Why 911 Operations Need IVAs Now

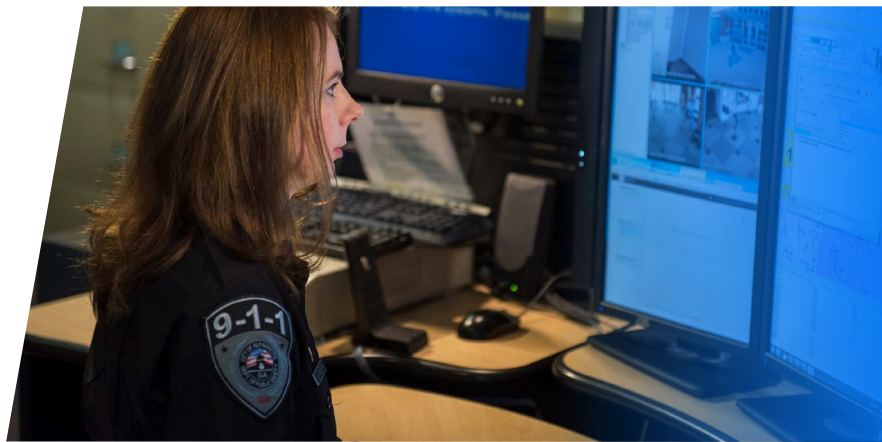
Technology is increasingly seen as an enabler for transforming emergency response, improving community safety, and enhancing trust in public services. By rerouting non-emergency calls to IVAs, PSAPs can significantly reduce call-taker workload, speed up emergency responses, and reduce expenses. As opposed to legacy IVR systems with rigid menus, long wait times, costly maintenance, and slow updates, IVAs allow for quick resolutions, self-service options, and minimal need for human intervention.

Key Benefits of IVAs for PSAPs and 911 Centers

IVAs can revolutionize how 911 centers save lives and serve communities. The latest generation, AI-powered IVAs enable natural, conversational interactions across voice and digital channels, helping you empower your community members to resolve non-urgent issues on their own – via a web portal, a mobile app, a messaging app, or a voice bot. This multichannel approach ensures consistent service across platforms and creates an efficient, responsive, and reliable citizen experience with the possibility of automating up to 100 percent of non-emergency interactions.

- Automate up to 100% of non-emergency requests.
- Provide natural, conversational interactions.
- Deliver consistent support across text and voice channels.
- Avoid the need to rip and replace existing systems.

VERINT®



Executive Perspective

How Verint Can Help

Verint® IVAs have long been used in the private sector to elevate customer experience and are also delivering value in major 311 centers, handling high-volume, routine requests. This trusted technology is also well suited to fit the unique needs of 911 to improve the citizen experience.

Verint IVAs deploy easily without disrupting existing systems, blending advanced natural language understanding (NLU) with generative AI for natural and compliant interactions. The platform is future proof, avoiding vendor lock-in and adapting to evolving AI models, while offering hundreds of turnkey integrations with ACD and legacy systems. Recognized by industry analysts as a conversational AI leader, Verint offers a clear path to modernizing 911 and public safety operations.

911 centers can best use Verint IVAs for:

- **Digital Self-Service:** Offer citizens a faster, more reliable alternative to calling in for non-emergency requests and re-route them to messaging channels on websites, mobile apps, and social media platforms.
- **Voice Self-Service:** Deliver humanlike interactions that resolve routine requests quickly and efficiently, without requiring a human call taker.

While emergency call taking will always require human involvement, intelligent virtual assistants can play a crucial role in handling non-emergency requests. By adopting Verint Intelligent Virtual Assistant™ (IVA), you can continue to build upon your commitment to providing high-quality public service – enhancing efficiency and easing call-taker workload while controlling costs. Verint IVA integrates easily with existing infrastructure without the need for a disruptive rip-and-replace project, helping you keep communities safe and secure.



Learn more at
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