This is a fictional press release used for design purposes

E-Comm 9-1-1 brings police call taking into the future

E-Comm 9-1-1 launches E-Comm Connect, a virtual assistant tool that provides real-time recommendations to call takers, enabling them to be more efficient and engaged when taking non-emergency calls from the public.

Vancouver, BC - April 15, 2021. E-Comm 9-1-1 police call takers now have access to their own Virtual Assistant for non-emergency calls. E-Comm Connect will assist call takers by providing recommendations on which Standard Operating Procedure (SOP) to reference when they are assisting callers. E-Comm Connect further assists the call taker by suggesting related SOP's that might be relevant to the caller's situation, leading to increased efficiency and accuracy in call taking and a faster emergency response for the caller.

When a non-emergency call is received, call takers actively listen to gather key information from the caller about the event that has occurred. This information allows the call taker to select and execute one of more than a thousand unique agency processes to help the caller. Applying automation to the process of selecting and deploying the correct SOP reduces the cognitive load on the call taker, helping them be confident in their decision so they can continue to focus their attention on obtaining accurate information from the caller.

"We are committed to supporting our call takers through enhancements to their tools and work processes, which will lead to improved focus, confidence, and significantly reduced daily stress" said Peter Parker, Director of Training at E-Comm 9-1-1. *"C*all takers have a difficult job. They need to be able to work in a fast paced environment with many demands on their attention. E-Comm Connect alleviates some of those demands, which allows the call taker to focus on the caller."

To build the E-Comm Connect tool, a database of representative simulated audio recordings was created using input from E-Comm call takers. Further processing was done to transcribe the call audio into text, remove sensitive or irrelevant information, and associate the audio transcript to the applicable SOP. Using this tool and the database of representative calls, E-Comm Connect can process audio in real time, extract keywords to be searched and suggest a prioritized list of the most relevant SOPs to be used. The call taker can also influence the SOP suggestion by typing sentences they know will be related to the event they are dealing with.

"When I was a new call taker at E-Comm 9-1-1, it was often daunting to know which policy to follow, as there were over a thousand options I had to select from", said E-Comm 9-1-1 call taker Jane Doe. "The introduction of 'E-Comm Connect' allows me to keep my focus where it should be, on the caller. Now that the SOPs are recommended to me based on their suggested relevance, I feel more confident in my abilities as a call taker".