



Voice to Text Transcription and Voice to Text Translation

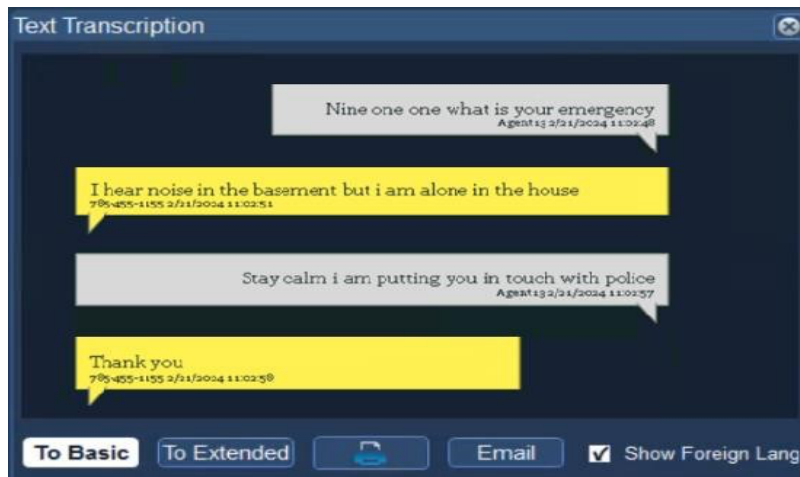
Real time voice call transcription and translation for the PSAP

Voice to Text Transcription

Problem: Call takers sometime have difficulties understanding the caller in an emergency – PSAPs don't have the resources/manpower to review and sort out all their recordings.

Solution: Voice to Text Transcription provides a real time transcription of 911 voice calls, which can be referenced by call takers for additional insights into the emergency call. Voice to Text Transcription is fully Integrated into Intrado Power911 workflows, enhancing the call taker experience. The voice call can be transcribed in the language of choice of the call taker. It also enables fast, easy, effective key word search and tagging of calls.

Benefits: Helps confirm what was said by the 911 caller and determine best resolution path faster. Enables more effective QA, training, identifying best practices and data feed for AI systems. Additionally you can enable ECC/PSAP supervisor notification when key words or phrases are detected.



Best of breed AI powered voice to text transcription / translation.

- Already trained
- Multi-lingual
- Secure
- Continuous, ongoing improvements

Up to 76
Languages

Up to 144
Dialects

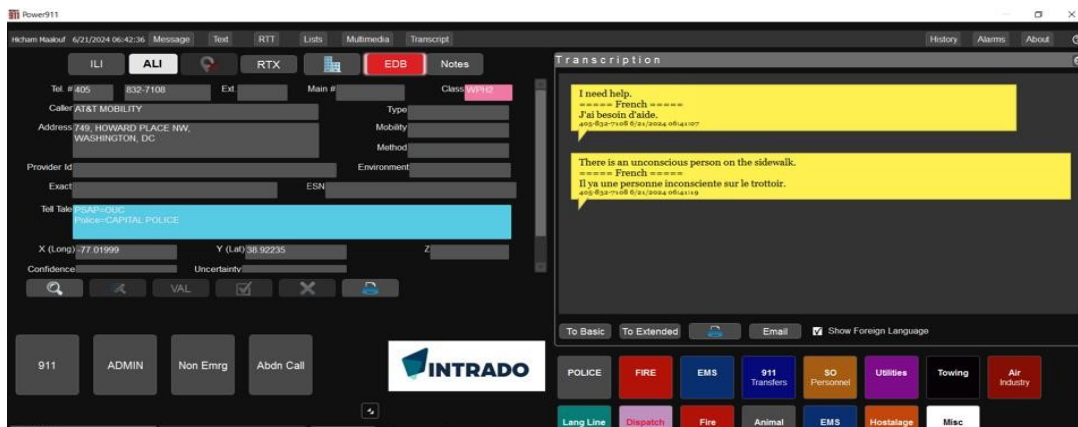
24x7
Availability

Voice to Text Translation

Problem: Without on-site translators on staff, PSAPs often rely on third-party language translation services. While helpful, these services take time to join the call, delaying the emergency response and potentially adding risks for the caller.

Solution: Language autodetect and translation, fully Integrated In the transcription workflow within Power911 – if a language detected is something other than the PSAP's default language (typically English), a translated transcript is provided.

Benefits: Always on, 24x7 availability, faster emergency response and with it potentially saving lives. Better access for diverse communities, potential reduction in cost of translation services.



From Afrikaans to Zulu, Khmer to Korean

With support for up to 76 languages and 144 dialects, Voice to Text Translation provides wide and deep coverage for your community's emergency communications needs.

Learn More

To learn more about Intrado Voice to Text Transcription and Translation as well as our other AI solutions, please visit intrado.com/ai.

About Intrado

Intrado is the essential partner for those committed to saving lives and protecting communities anywhere in the world. As a leading global provider of trusted emergency response solutions, Intrado improves public safety outcomes by connecting help to those in need. The company blends legacy intelligence, modern technology, and passionately dedicated people to create end-to-end solutions that are innovative, resilient, intuitive, and insightful. For more information, visit intrado.com.

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|-------------|------------|------------|------------|------------|
| Afrikaans | Dutch | Irish | Mongolian | Swahili |
| Albanian | English | Italian | Nepali | Swedish |
| Amharic | Estonian | Japanese | Norwegian | Tamil |
| Arabic | Filipino | Javanese | Pashto | Telugu |
| Armenian | Finnish | Kannada | Persian | Thai |
| Azerbaijani | French | Kazakh | Polish | Turkish |
| Basque | Galician | Khmer | Portuguese | Ukrainian |
| Bengali | Georgian | Korean | Punjabi | Urdu |
| Bosnian | German | Lao | Romanian | Uzbek |
| Bulgarian | Greek | Latvian | Russian | Vietnamese |
| Burmese | Gujarati | Lithuanian | Serbian | Welsh |
| Catalan | Hebrew | Macedonian | Sinhala | Zulu |
| Chinese | Hindi | Malay | Slovak | |
| Croatian | Hungarian | Malayalam | Slovenian | |
| Czech | Icelandic | Maltese | Somali | |
| Danish | Indonesian | Marathi | Spanish | |

