

Reimagine emergency response with conversational AI and automation.

Public safety organizations are relied upon for timely guidance and care, especially during crises. And, as the nerve centre of most emergency service operations, the control centre must always be ready to securely capture, analyze, and act on the vast amount of data from interactions. To safeguard sensitive data and increase operational efficiency, public safety organizations must evolve the overall public experience. Uniphore's public safety solutions reimagine emergency response by streamlining control center operations, reducing response times, and protecting call handler and public welfare.

Uniphore's conversational AI and automation platform is designed to meet the unique needs of critical public safety communications, including high-quality audio capture, real-time call handler guidance, intelligent workflows, granular conversation analytics, and integrations to core public safety systems.



100%

of conversations with the public captured

60%

reduction in compliance issues

80%

reduction in call handler errors

Safeguard the capture, assistance, and analysis of critical communications.



High-quality audio capture and transcription

Quickly gather evidence and verify facts with real-time audio and metadata capture and accurate transcription of every conversation across the control center.



Conversational digital self-service

Enhance control center efficiency by deflecting non-emergency calls to intelligent virtual agents.



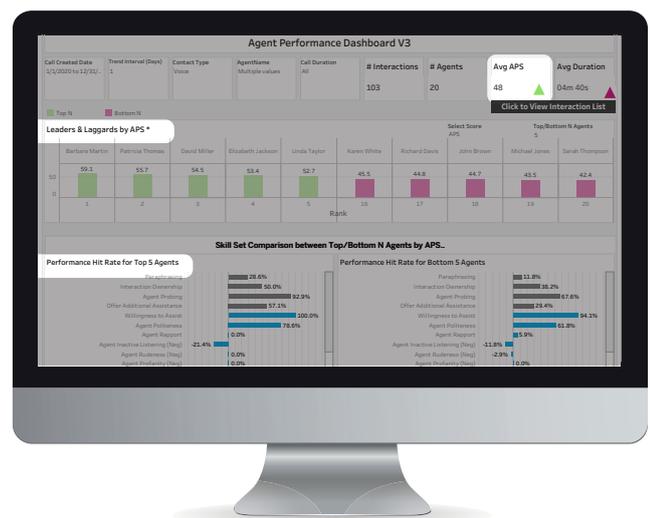
Real-time agent guidance and coaching

Support call handler welfare, accelerate after-call work, and reduce turnover with call guidance and workflow automation.



Granular conversation analysis

Identify opportunities to streamline operations and gain a deeper understanding of the public's needs by mining 100% of conversations for patterns, keywords, topics, sentiment, and potential issues.



For Red Box Quantify customers: Explore the various solutions available through Uniphore while capitalizing on the data historically stored by your Quantify solution. Reach out to your CSM to learn more.

Built on the X platform, Uniphore’s U solutions automate, analyze, and optimize your control center’s most valuable asset: conversations.

 <p>Self-Serve Intelligent Self-service</p> <p>Humanize the self-service experience with intelligent virtual agents that understand, empathize, and resolve non-emergency issues at scale.</p>	 <p>Assist Real-Time Agent Assist</p> <p>Guide control center agents in real-time on best practices, regulatory compliance, and emergency conversations.</p>	 <p>Analyze Conversational Analytics</p> <p>Monitor and support call handler welfare and boost control center performance with AI-powered conversational insights.</p>	 <p>Capture Audio & Media Capture</p> <p>Comply with internal and external regulations and standards that require the capture and reconstruction of critical communications.</p>
 <p>Uniphore’s Enterprise AI Platform Driven by Artificial Intelligence + Natural Language Processing in real time</p>			

For your call handlers. For your organization. For the public.

Transform your control center operations with Uniphore.

<p>Increase operator workforce efficiency.</p>	<ul style="list-style-type: none"> • Ease the burden of manual tasks, like capturing demographic details and summarizing calls, with automation and AI-powered, real-time transcription. • Empower agents to act on critical moments using the best standard operating procedures with real-time guidance. • Fast-track callers’ concerns and emergencies with workflow automation. • Deflect non-emergency calls to intelligent virtual agents.
<p>Set up call handlers for success.</p>	<ul style="list-style-type: none"> • Accelerate agent orientation and everyday operations with generative AI and automation. • Equip call handlers with guidance and answers at their fingertips, all within a secure environment. • Prioritize call handler well-being by spotlighting abuse when analyzing conversations. • Identify opportunities for agent improvement and coaching with AI-powered insights.
<p>Support data-driven public safety.</p>	<ul style="list-style-type: none"> • Identify and better connect with vulnerable callers using tonal and sentiment analysis to understand their emotions. • Meet compliance requirements by delivering mission-critical insights on a secure data analytics platform. • Deliver timely, personalised services to the public by connecting data across systems and automating complex tasks.
<p>Safeguard sensitive data.</p>	<ul style="list-style-type: none"> • Unify data in a compliance-enabled platform built to meet GDPR requirements and ISO 27001, PCI DSS Service Provider Level 1, and SOC 2 certified. • Monitor adherence to NHS pathways, AMPDS, and NDM with effective quality management. • Search and replay audio for evidence gathering and reconstruction.

Partner with a trusted platform with solutions tried and tested by the public safety sector.

For Red Box Quantify customers: Explore the various solutions available through Uniphore while capitalising on the data historically stored by your Quantify solution. Reach out to your CSM to learn more.

Uniphore is one of the largest B2B AI-native companies, delivering the only multimodal AI architecture centered on customers that combines Generative AI, Knowledge AI, Emotion AI, Workflow Automation and a co-pilot to guide you. We believe the future runs on the connective tissue between people, machines and data: all in service of creating the most human processes and experiences for customers and employees.