

911 AGENT

Presented by NPCs

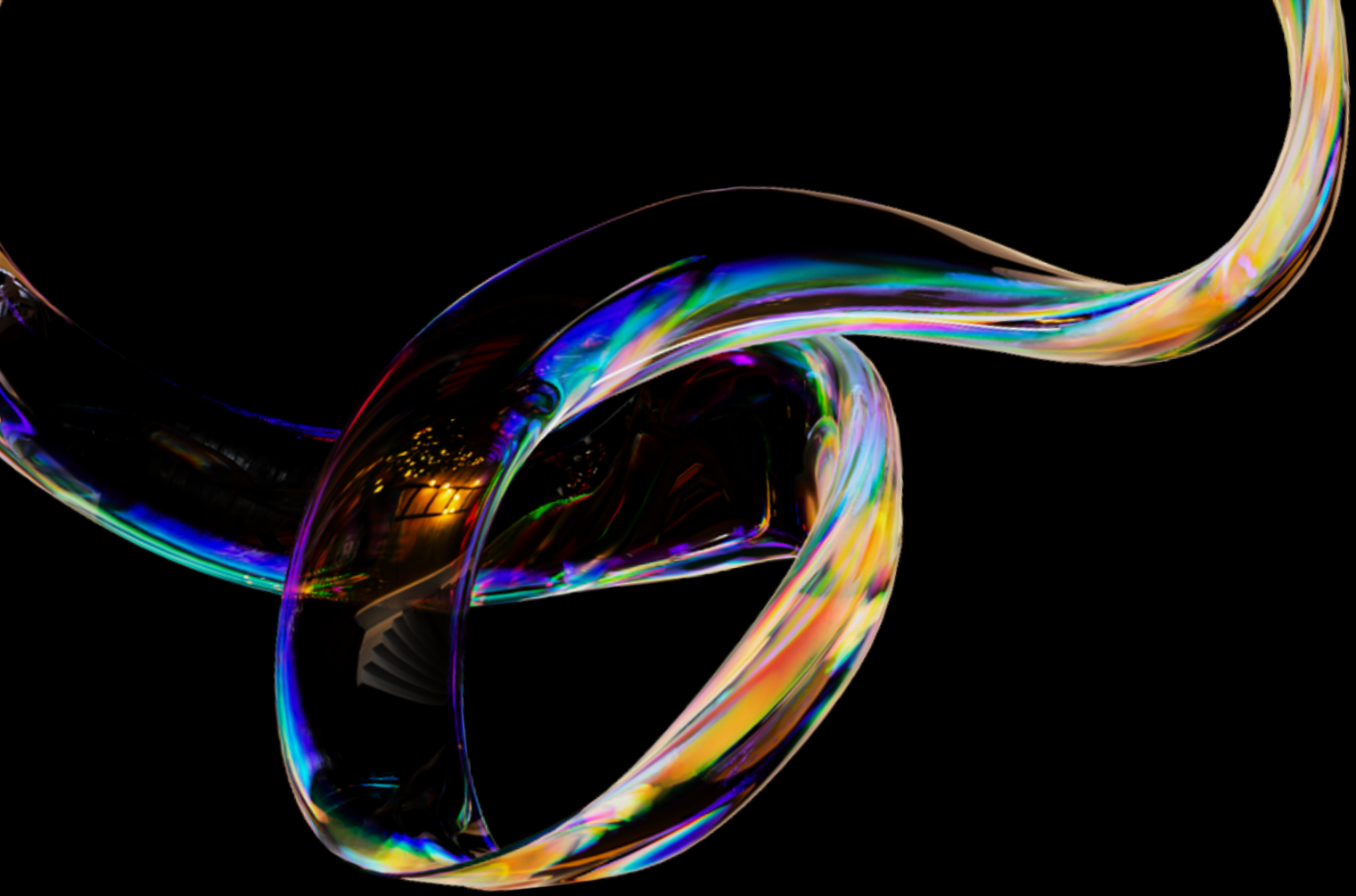




INTRODUCTION

The 911 service in the United States is the country's primary emergency response system, connecting people in need to local police, fire, and medical assistance. When you call 911, a trained dispatcher answers and assesses your situation, coordinating the fastest and most appropriate response, whether it's police officers, firefighters, or paramedics.

911 is more than just a phone number; it's a lifeline that has grown to incorporate newer technologies. Today, it often supports texts in addition to calls, which is particularly useful for those who are deaf, hard of hearing, or in situations where speaking out loud may not be safe. However, its primary function remains the same: to get you quick help when seconds count.



PROBLEM STATEMENT



Potential Lack of Man Power

The service should be available 24/7. But due to lack of man power, there are instances where the citizens are held in a queue to avail the service. This is unacceptable when the situation is serious and time is crucial.

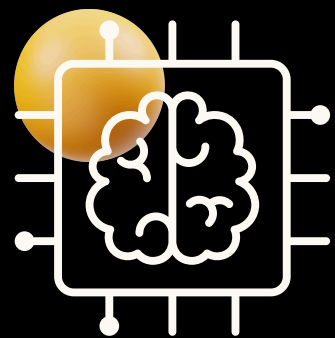
The Need for Technological and Inclusive Translation Solutions

Existing services often fall short—they don't fully utilise modern technology and may not be accessible or friendly for mute or disabled individuals. This creates significant communication barriers, highlighting the need for innovative, technology-driven translation solutions that are inclusive and cater to the needs of all users.

Language Barrier

The United States hosts a diverse population with many residents who do not speak English fluently. While human translation services are available, they are not always reliable or accessible, leading to communication barriers.

OUR INNOVATIVE SOLUTIONS



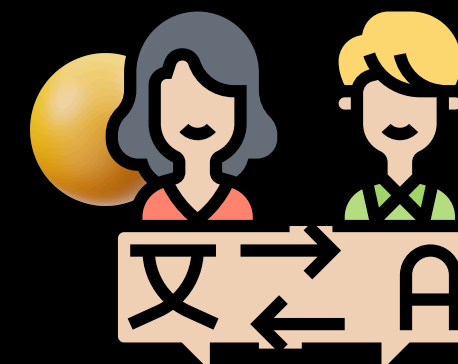
AI Agents

AI agents can enhance 911 services by analyzing caller tone and background sounds, helping operators assess urgency faster and route responders efficiently. This technology could lead to quicker assistance and saved lives.



Multiple Ways To Access

Unlike traditional services, the new system offers interfaces including video, audio, and text, allowing users to select the most suitable communication method based on their specific situation.



Multi Lingual Support

The agent supports multiple languages, eliminating the need for an interpreter. This minimizes friction in accessing the service and ensures that assistance is provided accurately and effectively.

FUTURE PROSPECTS

ADD SUPPORT FOR MORE LANGUAGES AND DIALECTS



PRIORITY QUEUE



INCREASE AGENT'S PERFORMANCE





Ingoude Company

THANK YOU

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