Shaping an AI-Enabled PSAP
Equature

Today’s Challenges

- Staffing Shortages
- Increasing Call Complexity
- Rising Call Volumes
- Limited time for Training & QA

What is a Smart PSAP

- Non-Emergency Call Handling
- Enhance Mapping & Geofencing Capabilities
- Live Real-time Transcription & Translation
- Call Triaging (Geofencing an incident)
- Real-time Communications Coach (Protocols)
- Real-time Evidence Management
- AI-Generated Quality Assurance
- Drone First Responders

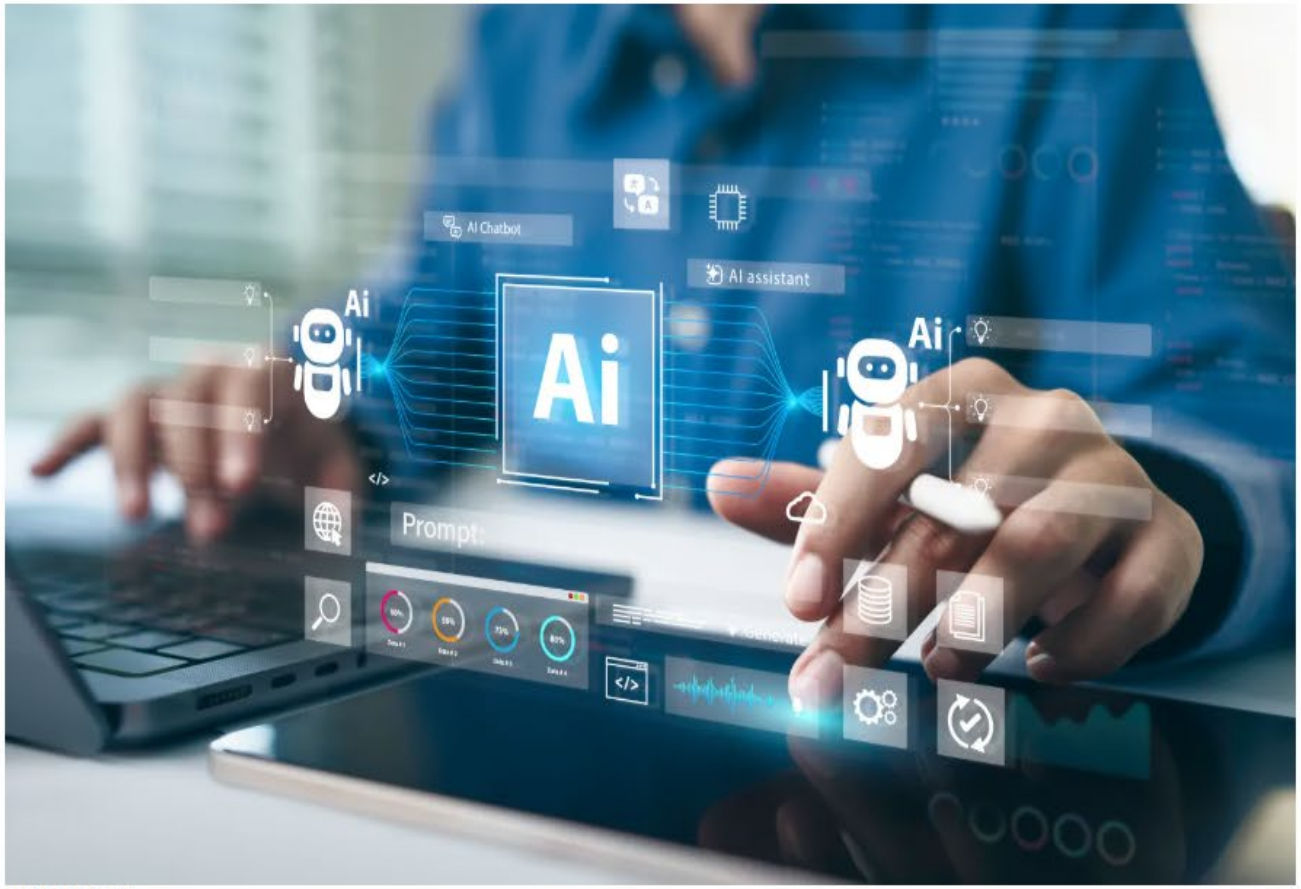
- What else..?

NEWSLETTERS · CFO DAILY

MIT report: 95% of generative AI pilots at companies are failing

BY **SHERYL ESTRADA**
SENIOR WRITER AND AUTHOR OF CFO DAILY

August 18, 2025 at 6:54 AM EDT



GETTY IMAGES

Equature

The Recorder? Why?

- All Phone/Radio Integrations - Done
- All Data in One Location
- Eliminates Multi-Vendor Integrations
- Reduces Cybersecurity Vulnerabilities

Equature

Equature PSAP Central

- Transcription & Translation
- Summaries & Smart Tags
- Auto Redaction
- SmartScore QA & Insights
- SmartSim (Call Simulator)
- Apprentice (On-boarding/Training)
- SmartTrac

Enhanced Record View

- Completed Audio Recording
- Inbound/Outbound ANI
- Selectable ALI
- Content Summarization
- Highlighted Name Recognition
- Call Type Automation

E (878) 900-4433 - 8 Equature (336) 229-3519

06/11/2026 09:28:20 AM +4:01 Active Shooter Medical Emergency

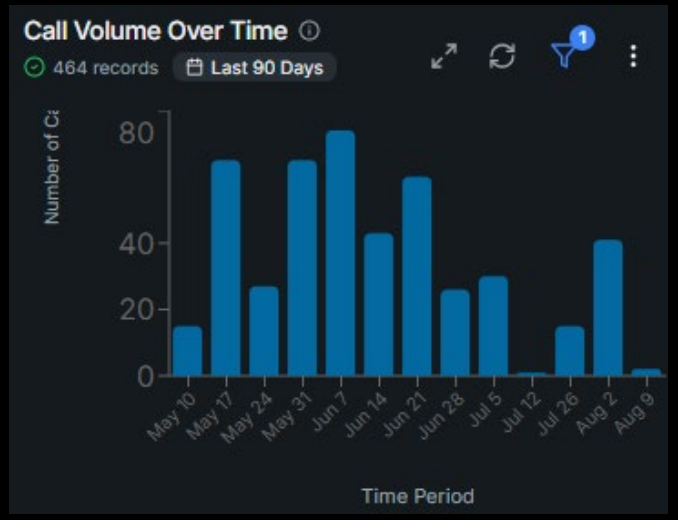
Active Shooter:	The caller explicitly mentions someone was shot, there was gunfire, and a shooter sped off.
Medical Emergency:	A person was shot and is lying on the ground, potentially not breathing.
Names:	AutoZone, Lucia
Addresses:	510 North Church Street, Burlington, AutoZone parking lot, 510 North Church Street, Burlington
Contacts:	(923) 456-7890
Highlights:	• A man was shot and is lying on his back, not moving, in the AutoZone parking lot. • Lucia remained on the line and crouched behind a car for safety until police arrived. • Lucia signaled police by waving her arm while standing by a red car. • The caller, Lucia, reported chaos and screaming people at the scene. • The shooter sped off in a vehicle before police arrived.

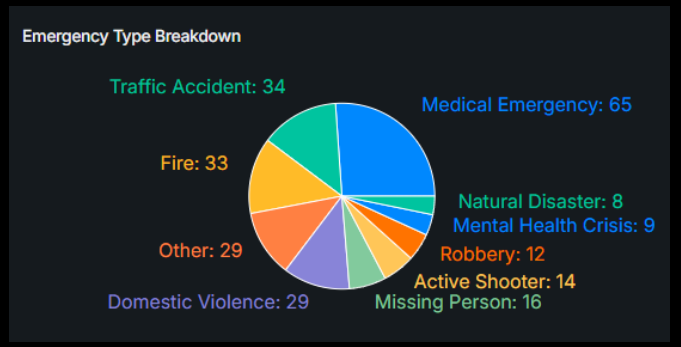
Lucia called emergency services to report a shooting at the AutoZone parking lot located at 510 North Church Street in Burlington. She stated that a man was lying on the ground and appeared to have been shot, and that the shooter had already fled the scene. Lucia remained on the phone with the dispatcher while hiding behind a car until police arrived, at which point she signaled them from near a red car.

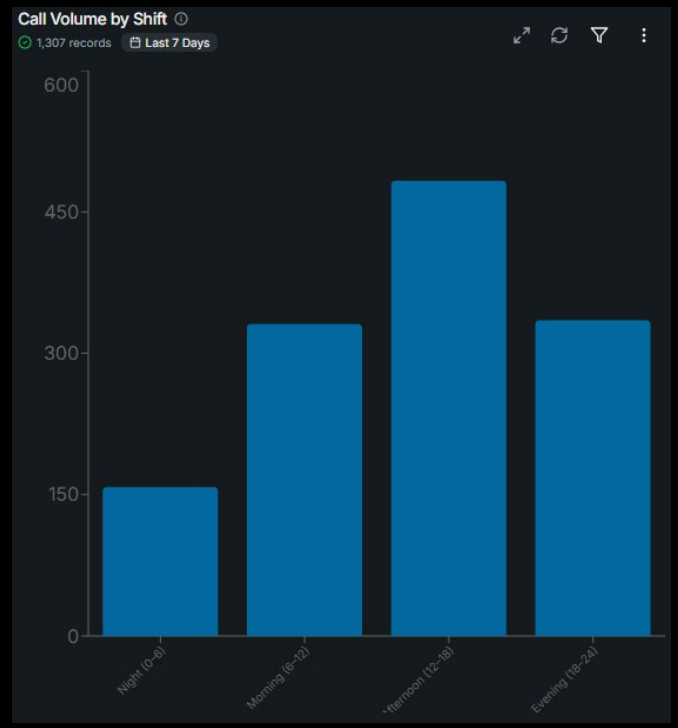
Smart Tag Analytics

- Shots Fired
- Structure Fire
- Medical Emergency
- Domestic Violence
- Child Endangerment
- Assault
- Homicide

Equature Portal Analytics







Insights

- General Analysis
- Scenario Reconstruction
- Call Handling Performance
- Threat & Safety Intelligence
- Caller Experience & Behavior
- Dispatch Cycle Efficiency
- Emerging Incident Trends

Dispatch Performance Metrics

Failed QA E...

238 records

Last 7 Days

53

failed evaluations

QA Pass R...

238 records

Last 7 Days

78%

185 / 238 passed

Completed ...

238 records

Last 7 Days

238

completed evaluations

QA Score by Person

238 records Last 7 Days

Person	Avg Score
Wendy Dougherty	85%
Cad Phone	84.4%
Toni Clark	79.5%
Tyler Porter	68.9%

QA Score Trend

238 records Last 7 Days

From Metrics to Action

Four connected tools turn last slide's numbers into next quarter's improvement:

Q

QA

SmartScore scores every call automatically

A

Training

Apprentice standardizes onboarding

S

Simulation

SmartAgent role-plays the caller side

T

Tracking

SmartTrac connects the record over time

Equature

THE QA PROBLEM

2%

of recorded calls are ever reviewed.

The rest go unheard, until something goes wrong.

1. **Only flagged calls get reviewed**
   Complaints, investigations, and spot checks decide what gets a second listen.
2. **Manual scoring eats supervisor time**
   Hours spent listening back instead of coaching the floor.
3. **Grading drifts reviewer to reviewer**
   No two supervisors score a call quite the same way.
4. **Coaching moments go unseen**
   The calls nobody flags are the ones nobody learns from.

Equature

SMARTSCORE

Automated QA & Insights

Every call scored, not just a sample.

Consistent, protocol-based criteria, every time.

Trends surface coaching opportunities automatically.

Real-time flags

Score trend over time

Equature

APPRENTICE

Standardized Onboarding & Training

Built for the hire, train, rehire cycle every center runs on.

1

Structured curriculum

Replaces tribal knowledge, dispatcher to dispatcher.

2

Built-in skill checks

Flags gaps before they become mistakes.

3

Consistent ramp-up

Same foundation, no matter who trains you.

4

Fewer repeats

Less relearning with every turnover.

Equature

SMARTAGENT

The Voice on the Other End of the Line

An AI caller for realistic, repeatable practice.

No second dispatcher pulled off the floor to role-play.

1

Irate Caller

De-escalation under pressure

2

Medical Emergency

Fast, accurate triage questions

3

Language Barrier

Working through translation live

4

Child on the Line

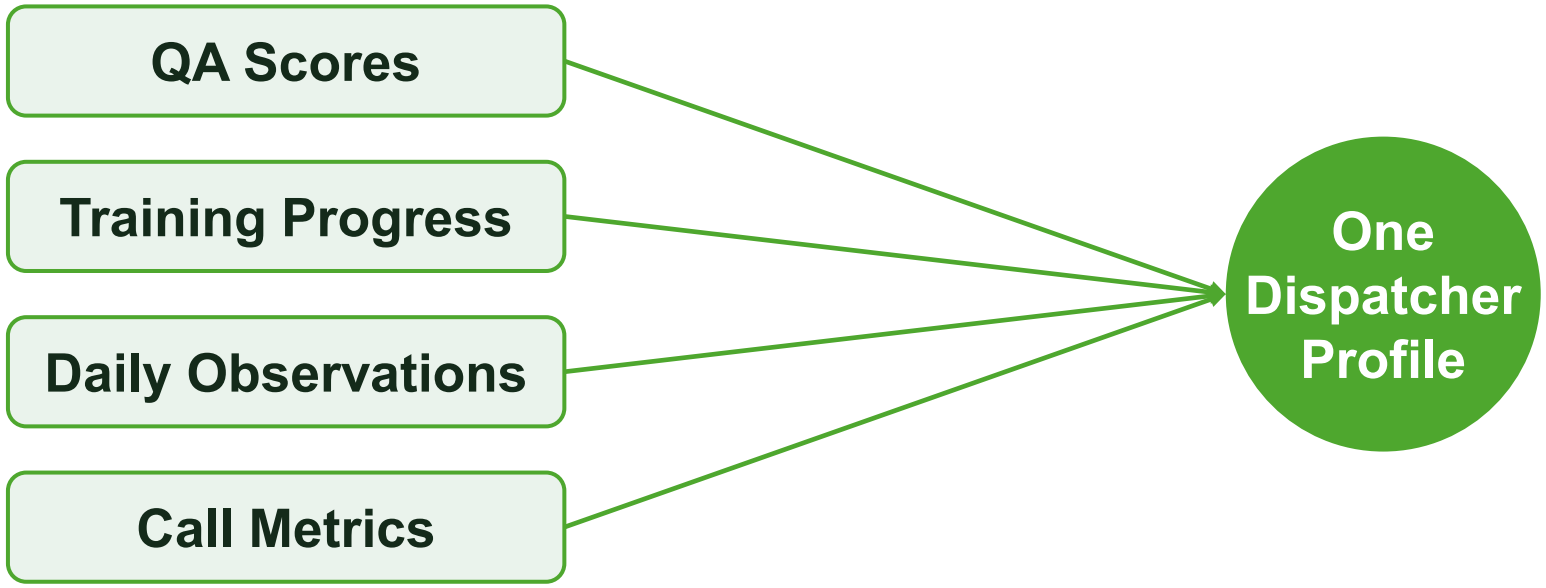
Patience, clarity, control

Equature

SMARTTRAC

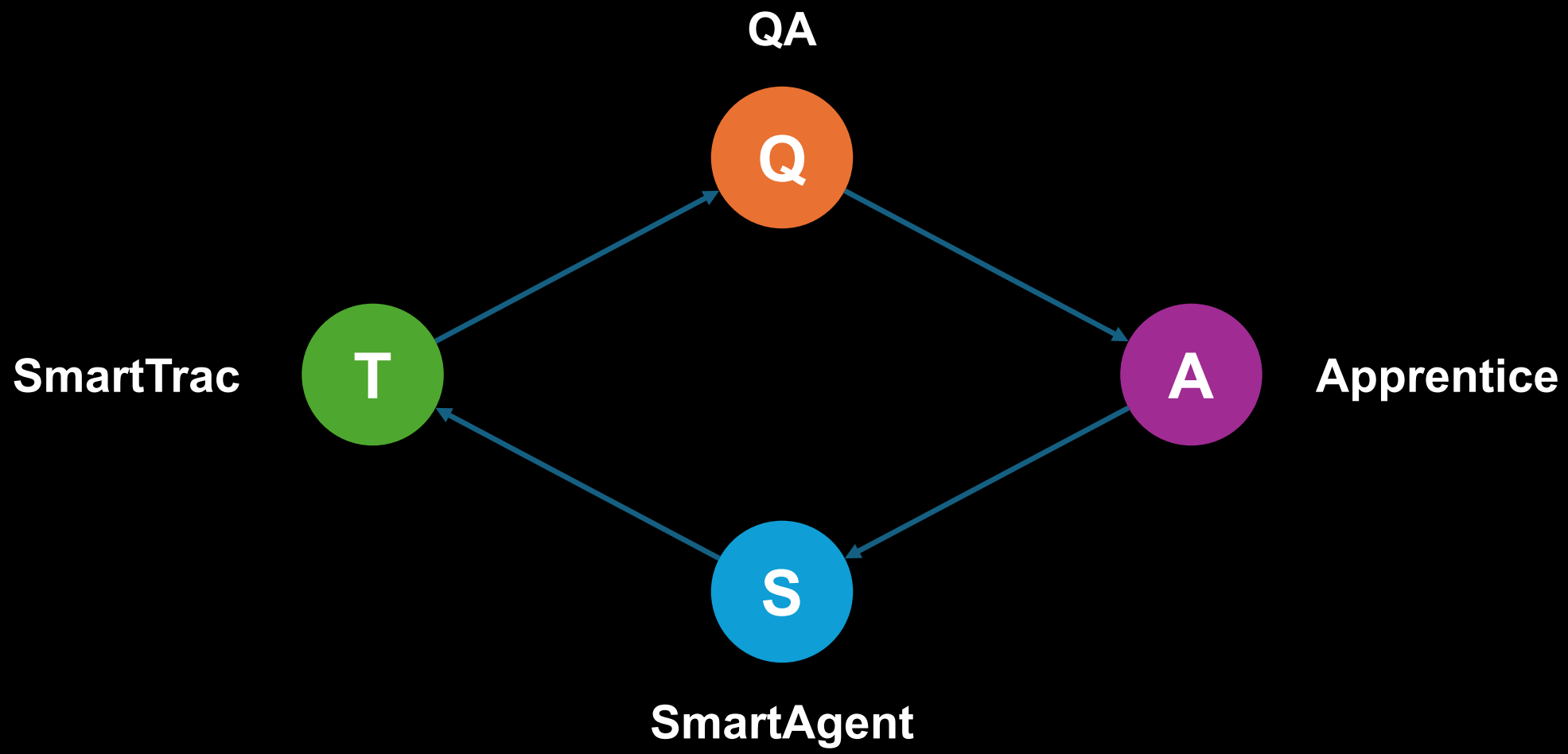
Every Score, Every Call, One Timeline

Answers the question daily observation reports never could, what does this dispatcher's performance look like over time?



Equature

One Connected System



Score it. Train it. Simulate it. Track it.

Equature

Technology Recommendations

- **Start-up / VC-Funded**
- **Prioritize Cybersecurity & Reliability**
- **Ensure Interoperability**
- **9-5 Support in a 24-Hour World**
- **Partners Requesting Feedback**

Equature

For more information visit:

www. Equature.com