



Voice to Text Transcription and Translation

Real time transcription and translation for the PSAP

Voice to Text Transcription

Problem: Call Takers sometime have difficulties understanding the caller - PSAPs don't have the resources/manpower to review and sort out all their recordings.

Solution: Real time Voice call transcription provides a reference to the call taker in the language of their choice and enables fast, easy, effective key word search and tagging of recorded PSAP calls.

Benefits: Aids call-taker to confirm what was said by the caller. Enables more effective QA, training, identifying best practices and data feed for AI systems. Additionally enables ECC/PSAP supervisor to be brought in when key words or key terms are detected.



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

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

76

Languages

144

Dialects

24x7

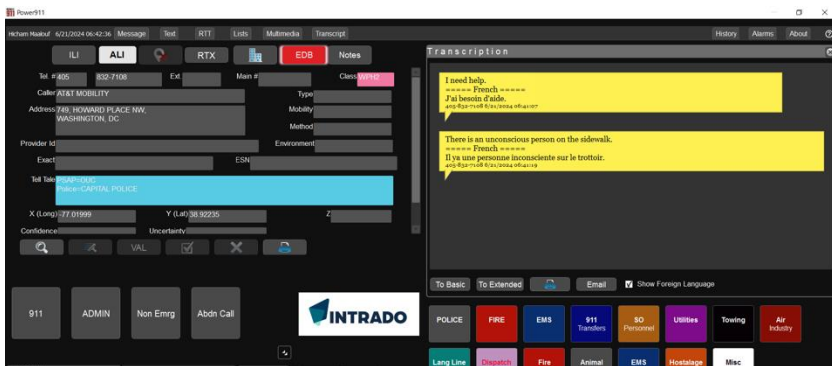
Availability

Voice to Text Translation

Problem: PSAPs don't have translators on staff, on site to provide support for multi-lingual 911 calls. Bringing a translation service onto the call takes time, delaying emergency response and risking lives.

Solution: Language autodetect – if a language detected is something other than the PSAP's default language, 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 76 languages and 144 dialects, Voice to Text Translation provides wide and deep coverage for your communities 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.

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	

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 www.intrado.com.

