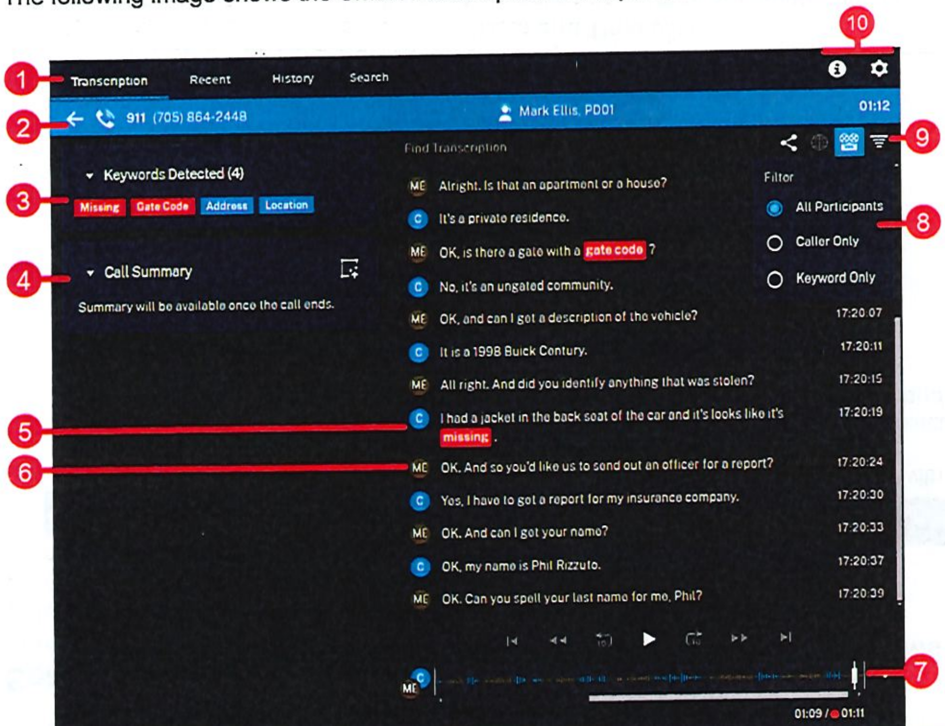
CommandCentral Smart Transcription | Call Taking

CommandCentral Smart Transcription is a cloud-based service that uses artificial intelligence to transcribe the voice audio from a 9-1-1, non-emergency, or administrative call into a searchable text transcript.

Smart Transcription is integrated with the VESTA® 9-1-1 platform, offering an easy way to verify caller information, monitor calls in real-time, and store transcripts for post-call analysis.

The following image shows the Smart Transcription workspace for call takers.



Item	Description	Item	Description
1	Tabs bar. Permission-based access to **Transcription**, **Recent** calls. Call **History** permissions based on Calling Party Number (CPN), and **Search.**	6	Calltaker transcription segment with avatar.

Table continued…

Item	Description	Item	Description
2	Call Type example shows an active 9-1-1 voice call, CPN, caller taker name, position.	7	Audio player controls show the transcription audio tracks of the • **C** – Caller segment • **ST** – Call taker segment
3	**Keywords Detected** list shows: • Priority • Number of occurences • Hyperlinks to transcript location	8	Call Filter to show **All Participants**, **Caller Only**, and **Keyword Only**.
4	Call Summary area while call in progress.	9	**Shared Responder** button, **Multilingual Transcription** button, **Audio Playback** button, and **Filter** button.
5	Caller transcription segment with avatar.	10	**Customer Support** button, **Settings** button.

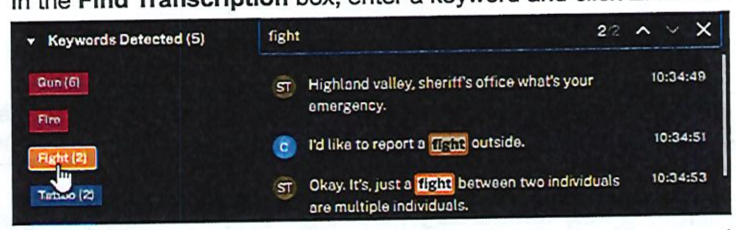
Call Transcript Keyword Search

The Keyword Detected list shows priority words that are spoken during a call and the number of keywords that are found. A color-coded level of priority highlights each word in the list and call transcript.

1. Red outline – high priority
2. Orange outline – medium priority
3. Blue outline – low priority

If the keyword is spoken more than once, its frequency is shown.

- To find instances of the keyword in the call transcript, perform one of the following actions:
  - In the **Keyword Detected** list, click a keyword.
  - In the **Find Transcription** box, enter a keyword and click ENTER.



  - Click the **Filter** button, select **Keyword Only** to show only segments of the call transcript that contain keywords.

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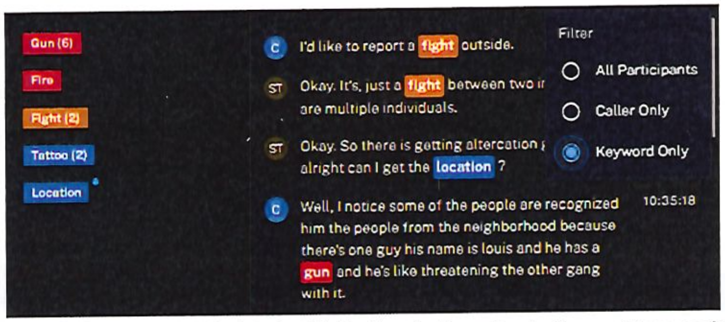
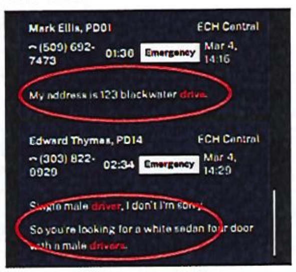


The keywords are highlighted with their priority color in the call transcript.

Search

You can search transcripts by multiple criteria. Customizing the search narrows or widens the results.

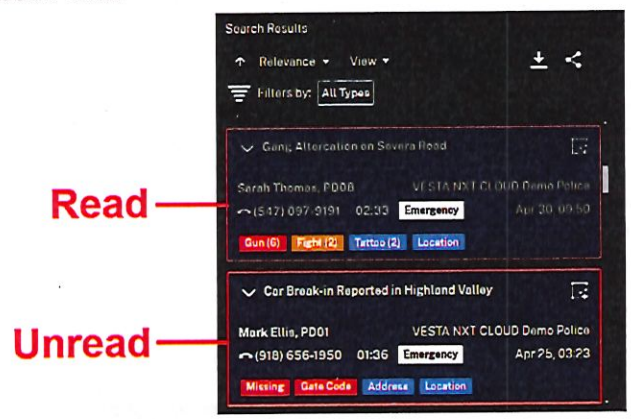
- On the **Search** tab, determine the search criteria with the following settings, separately, or in combination:

If...	Then...
You want to search on any word...	• In the **Search** box, enter a word or a wildcard (*) with a word and press **ENTER**. For example, entering *drive* results in a transcript and snippet with the exact match. Entering **drive*, results in an exact match *and* words that contain *drive*: that is, *drive*, *driver*, and *drivers*. 
You want to set the time frame of the search...	**a.** Click the **Date and Time** button. **b.** Enter a time option or set the date range with the calendar or the **From** and **To** calendar settings.
You want to set the search criteria...	**a.** Click the **Phone Number** list. **b.** Select one or more of the available options: • **Agent Name** • **Call Duration** • **Call Type** • **Phone Number** • **Keywords** • **Console Name**

If...	Then...
	• **Languages** **c.** Enter a value for the option: e.g., keyword, agent name. **d.** Click the **Search** icon.
You want to filter the results by type...	**a.** Click the **Filter** button. **b.** Select **All**, **Emergency**, **Non-Emergency**, or **Other**. Only those call types appear.
You want to reorder the search results...	**a.** Click the order button and select a sort option: • **Relevance** – Ranking by search criteria. • **Duration** – By time span of the call. • **Agent Name** – Alphabetical order. • **Console Name** – Alphabetical order. • **Date and Time** – Chronological order of the call.  **b.** Click the Sort icon to reverse the order.

Identifying Read Search Results

From the **Search Results** list, you can identify the search results that you have opened during the current session. A call card search result in greyed text has been read.

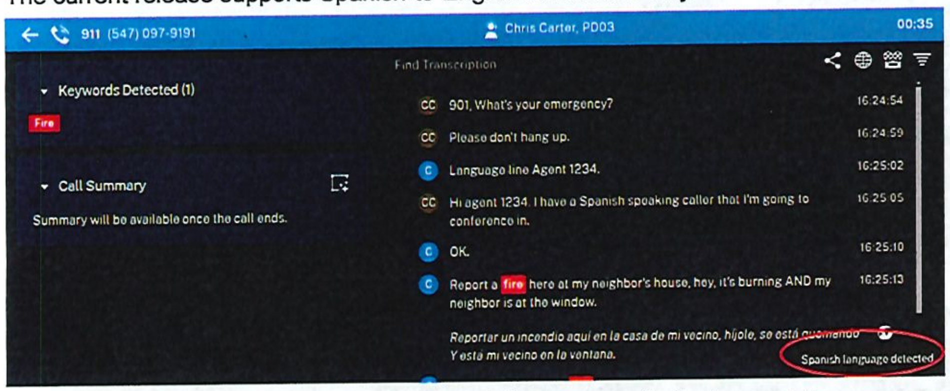


Multilingual Translation Settings

You are notified of a detected translation when the Multilingual Translation icon appears activated.


Non translation mode **Translation mode**

As the transcripts of the English translation and the spoken original appear in real-time, you can click the Detected Language icon to identify the language of the spoken version. The current release supports Spanish-to-English translation only.



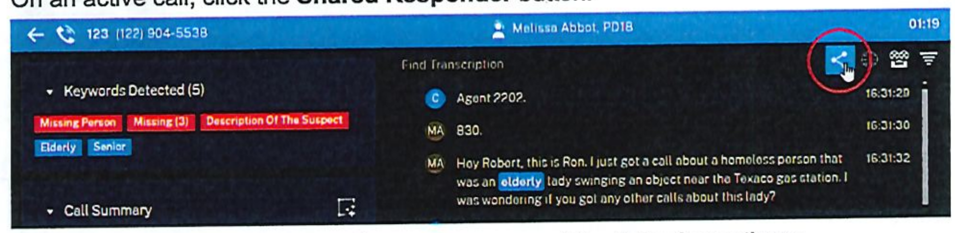
You can configure how the transcription translations appear in the transcription.

1. Click the **Multilingual Translation** button.
   The **Detected foreign languages** area shows the caller's language **Translation settings** options.

2. In the **Translation settings** section, perform one of the following actions:
   - To display both English and non-English transcriptions, select **All messages**.
   - To display non-English translated messages only, select **Native only**.
   - To display the English messages only, select **Translation only**.
3. In the **Translation indicator** section, perform one of the following actions:
   - To display the indicator on the **Multilingual Translation** icon when a non-English phrase is spoken, select **Show**.
   - To hide the indicator on the **Multilingual Translation** icon when a non-English phrase is spoken, select **Hide**.

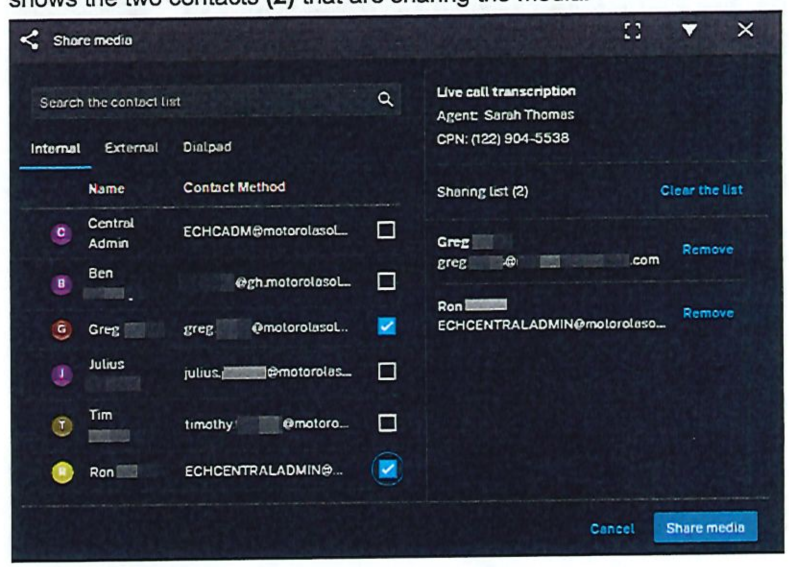
Sharing Active Call Media

1. On an active call, click the **Shared Responder** button.



2. In the **Share media** window, perform one or more of the following actions:
   - In the **Internal** tab, search and select a contact check box.
   - In the **External** tab, search and select a contact check box.
   - In the **Dialpad** tab, enter the phone number or email address and click **Add number**.

   The **Share media** window shows the host **Agent** name and **CPN**. The **Sharing list** shows the two contacts **(2)** that are sharing the media.

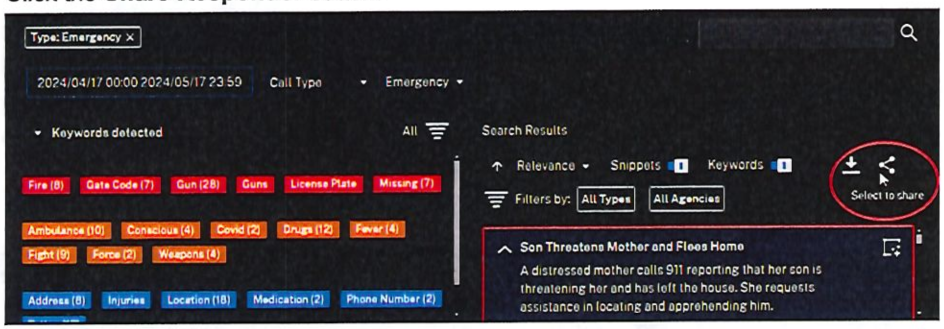


3. Optional: To remove contacts from the list, perform the following actions:
   - Click **Clear the list** to delete all contacts from the **Sharing list**.
   - Beside a contact, click **Remove**.
4. Click **Share media**.
   You are notified that the **Transcript has been shared.** Contacts receive a link to the call. Depending on the sharing configuration, a PIN might be required from the contact to open the link.
5. Click **Close**.

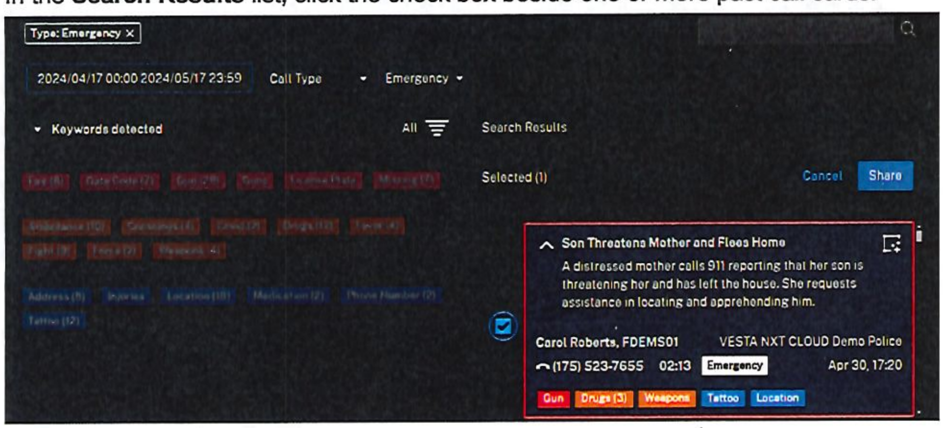
Sharing Past Call Media

You can share the media of a completed call. The following steps start with one or more results from the **Search** tab.

1. In the **Search** tab list of results, select one or more call cards.
2. Click the **Share Responder** button.



3. In the **Search Results** list, click the check box beside one or more past call cards.



4. Click **Share**.
5. In the **Share media** window, perform one or more of the following actions:
   - In the **Internal** tab, search and select a contact check box.
   - In the **External** tab, search and select a contact check box.
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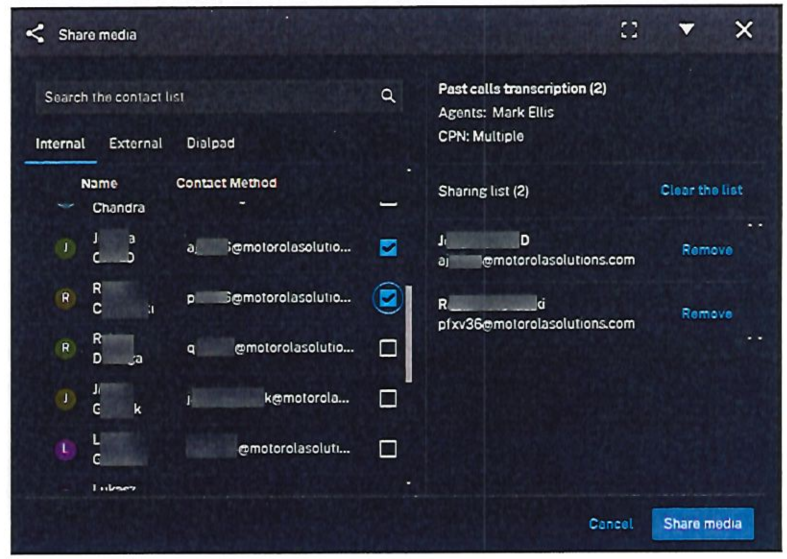

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7. Click **Share media.**
   You are notified that the **Transcript has been shared.** Contacts receive a link to the call.
8. Click **Close.**

Playing History and Recent Call Audio

- On the **History** call card or **Recent** call card, click the **Audio Playback** button.

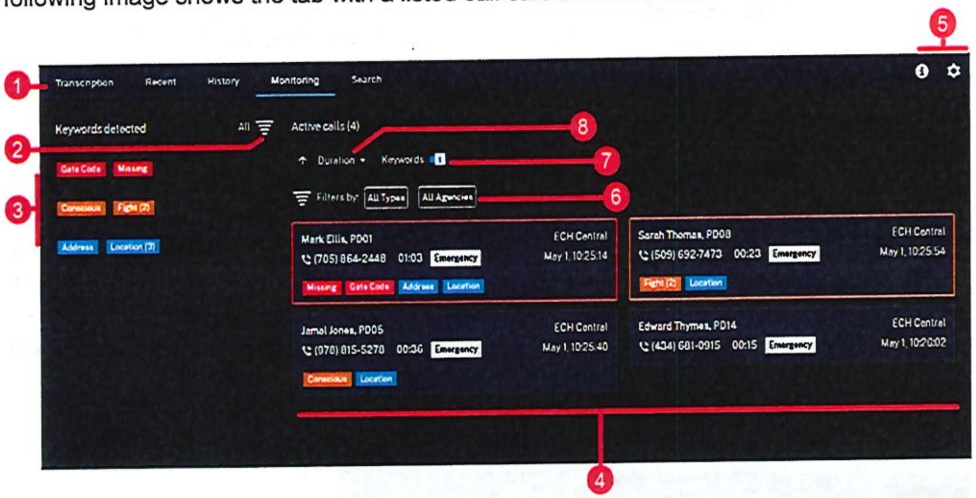
Notes:

CommandCentral Smart Transcription | Monitoring

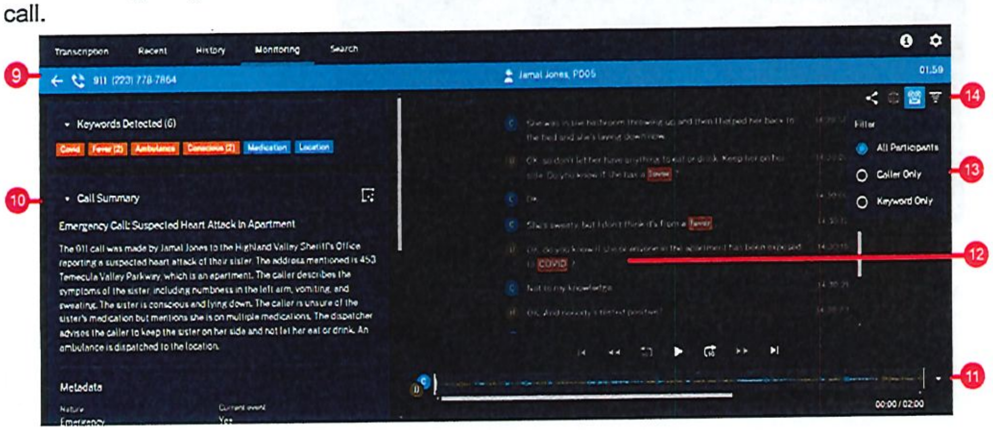
CommandCentral Smart Transcription is a cloud-based service that uses Artificial Intelligence to transcribe the voice audio from a 9-1-1, nonemergency, or administrative call into a searchable text transcript.

Smart Transcription is integrated with the VESTA® 9-1-1 platform, offering an easy way to verify caller information, monitor calls in real-time, and store transcripts for postcall analysis.

The **Monitoring** tab provides keyword tracking for single and multiple active calls. The following image shows the tab with a listed call card and controls.



The following image shows the **Monitoring** tab with an open transcript from a *recorded* call.



Item	Description	Item	Description
1	Tabs bar. Permission-based access to **Transcription**, **Recent** calls. Call **History** permissions based on Calling Party Number (CPN), **Monitoring**, and **Search**.	8	Sort by **Duration**, **Agent Name**, **Console Name**.
2	Keyword **Filter** by **All**, **Caller**, or **Call Taker**.	9	Call type, Calling Party Number (CPN), caller taker name, position. Example shows a ringing icon as an active 9-1-1 voice call.
3	**Keywords Detected** list shows • Priority • Number of occurrences • Filters call cards	10	Call summary is an Artificial intelligence-generated description of the call with title and descriptive metadata.
4	Call cards in a multicolumn monitoring view for easier searches: each call card shows the call taker name, calling number, call duration, call type, and keywords colored to show keyword priorities. Cards expand to call summaries.	11	Audio player controls show the transcription audio tracks of the • **C** – Caller segment • **ST** – Call taker segment
5	**Customer Support** and **Settings** buttons.	12	Highlighted text shows the transcription that is currently audible in the call recording. Non-highlighted text shows the transcription that is not currently playing in the call recording.
6	**Active calls** filter for call type: **All Types**, **All Agencies**, select agencies, **Emergency**, **Non-Emergency**. **Other** switch displays and hides key text.	13	Call Filter to show **All Participants**, **Caller Only**, and **Keyword Only**.
7	**Keywords** switch to turn keyword detection on and off.	14	**Shared Responder** button, **Multilingual Translation** button, **Audio Playback** button, and **Filter** button.

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Active Call Viewing

1. Click the **Monitoring** tab to view active calls.
2. Perform the following tasks:

If...	Then...
You want to view only keywords from the caller, call taker, or both...	**a.** Click the keyword **Filter** button. **b.** Select one of the keyword filter options. For example, only the keywords from the **Caller** appear. 
You want to choose to view calls by type...	**a.** Click the **Filters by** button. **b.** Select a call type: for example, **Emergency**.

Call Transcript Keyword Search

The Keyword Detected list shows priority words that are spoken during a call and the number of keywords that are found. A color-coded level of priority highlights each word in the list and call transcript.

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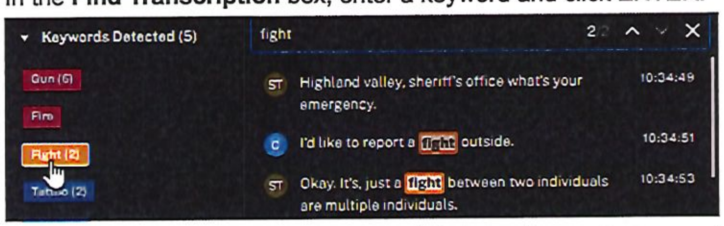

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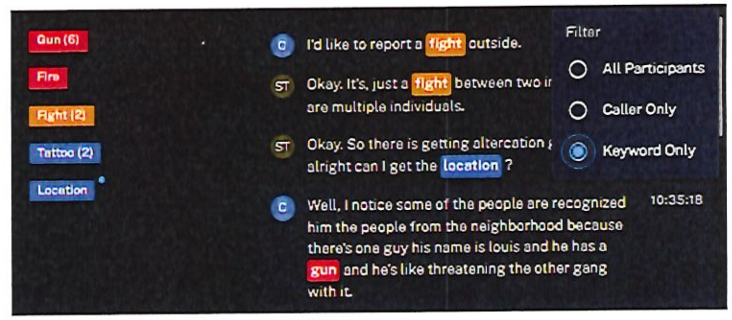

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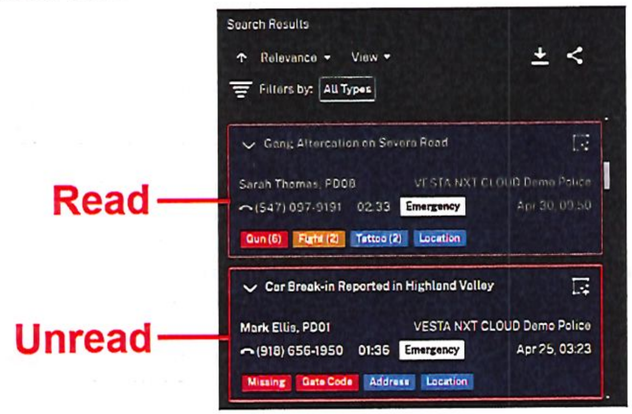

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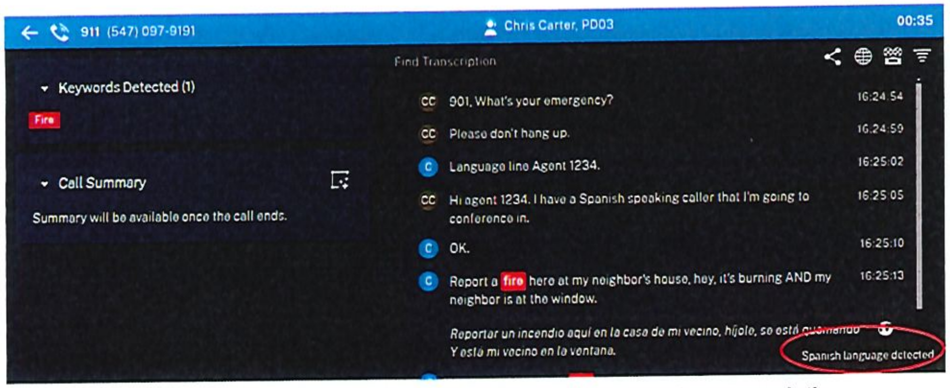

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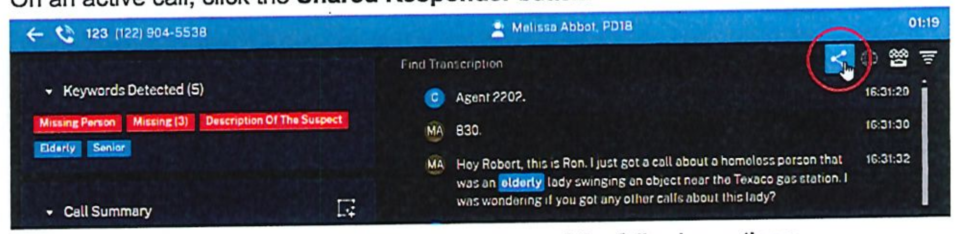

2. In the **Share media** window, perform one or more of the following actions:
   - In the **Internal** tab, search and select a contact check box.
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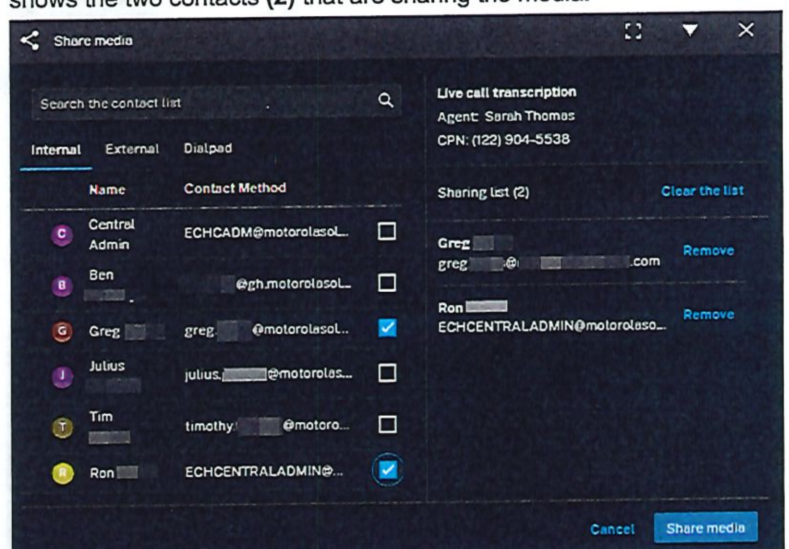

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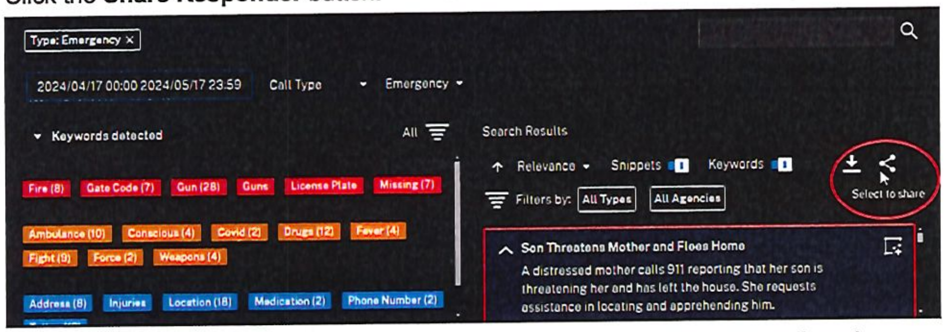

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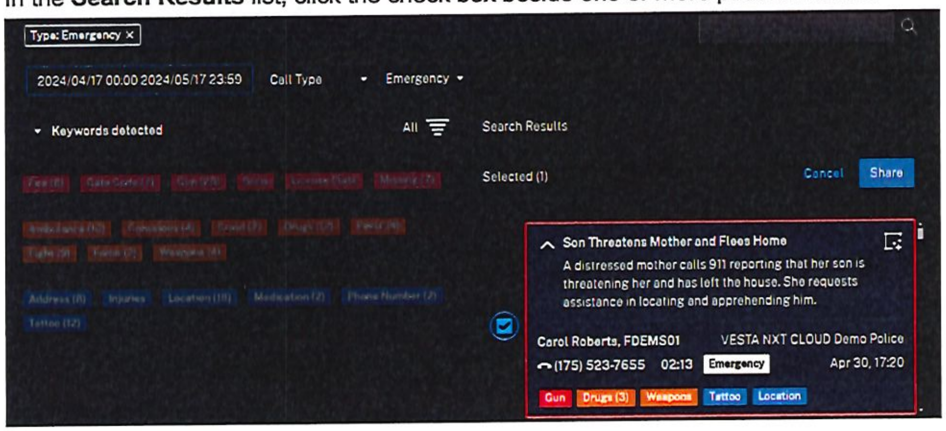

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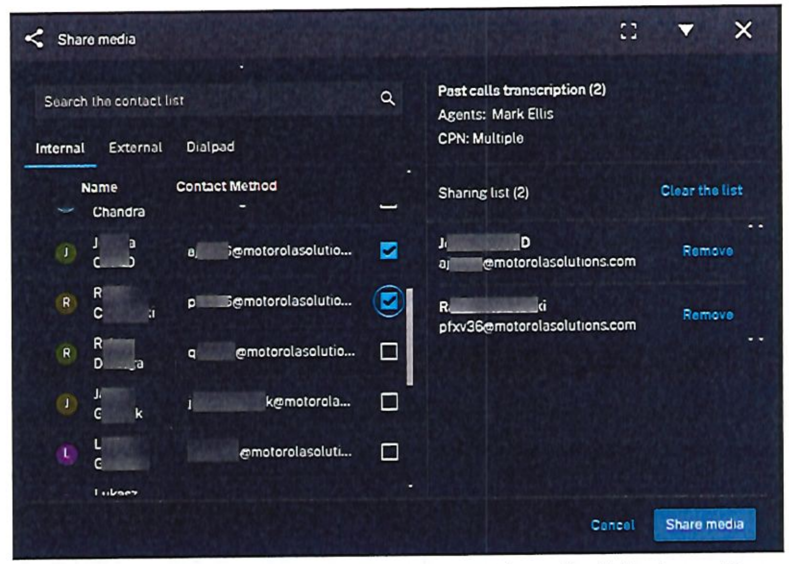

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Playing History and Recent Call Audio

- On the **History** call card or **Recent** call card, click the **Audio Playback** button.

Notes: