



## Enhancing emergency response through real-time transcription and translation

### Feature Scalability

Automated transcription and translation systems help ECCs scale and manage higher call volumes without increasing staff. Guardian's Transcription & Translation feature supports multiple languages and provides real-time transcriptions, ensuring efficient call handling even during peak times. Additionally, ECCs can customize their systems to meet local needs, such as adding languages or adjusting settings, offering scalable and flexible support tailored to the communities they serve.

In moments of crisis, individuals seeking emergency services are often under immense stress. For those whose first language isn't English, switching to their native tongue is a natural response. By incorporating advanced technologies like transcription and translation, Emergency Communication Centre (ECCs) can ensure that crucial information is not inadvertently overlooked during these critical moments.

Transcription and Translation (T&T) capabilities enable ECCs to quickly convert emergency calls into real-time text messages that are easy for call takers to understand. This not only reduces the time and burden on call takers but also eliminates the need to recall every spoken detail or repeatedly ask questions when verifying information.

The Guardian Emergency Call Management system supports more than 140 languages and dialects. Additionally, keywords can be set to appear in bold in both transcribed and translated audio and text calls whenever the caller mentions them. This allows call takers to quickly identify and note important information.

# TRANSCRIPTION & TRANSLATION

## Leveraging Transcription to Boost Accuracy & Accessibility

Transcription offers significant benefits for ECCs by enhancing record-keeping and accuracy. Automatic transcripts provide a written record of emergency calls, supporting legal, medical, and operational needs while aiding police investigations, staff training, and performance evaluations. Additionally, these transcripts can be reviewed to ensure all call details are accurately captured, reducing the risk of misunderstandings associated with voice-only communication.

Transcription also enhances accessibility and clarity in emergency situations. For individuals who are deaf or hard of hearing, these tools enable effective communication with emergency services by allowing them to type messages that are transcribed and responded to in real time by call-takers. In noisy environments, where background sounds might obscure critical details, transcription again ensures vital information is accurately captured and understood, and minimizing the risk of miscommunication.



## How Translation Optimizes Emergency Response

The translation feature available in the Guardian Emergency Call Management system enhances both accessibility and response times, especially in communities with many non-English speakers. By breaking language barriers, this tool ensures everyone can access critical emergency assistance. Integrated translation also eliminates the need for call takers to search for resources or wait for translators, enabling quicker decisions and faster dispatching of first response teams.

Translation tools improve accuracy by clearly conveying critical details like the location and nature of emergencies, reducing the risk of miscommunication. They also enhance cultural sensitivity

by recognizing how different languages express distress or urgency, ensuring vital information is accurately captured and understood. For instance, texts in a caller's primary language are translated for call takers to understand, then the response is translated back into the caller's original language.

Finally, translation reduces stress and enables clearer communication, allowing ECC staff to focus on managing emergencies without feeling overwhelmed. By enhancing call taker performance and their emotional well-being in high-pressure situations, translation tools contribute to more effective and efficient emergency response.

## ABOUT SOLACOM

Solacom (a subsidiary of Comtech Telecommunications Corp.) provides the most flexible multimedia emergency call handling solutions for emergency communications centres (ECCs). Comtech Telecommunications Corp. is a leading global technology company providing terrestrial and wireless network solutions, next-generation emergency services, satellite and space communications technologies, and cloud native capabilities to commercial and government customers around the world. Our unique culture of innovation and employee empowerment unleashes a relentless passion for customer success. With multiple facilities located in technology corridors throughout the USA and around the world, Comtech leverages our global presence, technology leadership, and decades of experience to create the world's most innovative communications solutions. For more information, please visit [www.comtech.com](http://www.comtech.com).

1 (888) 765-2266 // 1 (819) 205-8100 // [cst-sales@comtech.com](mailto:cst-sales@comtech.com)