HxGN OnCall® Dispatch | Smart Advisor

Public safety agencies have a need to fill operational blind spots in complex, unfolding emergencies. Leveraging artificial intelligence (AI), machine learning (ML), and live data directly within the dispatch client, HxGN OnCall® Dispatch | Smart Advisor supports continual, autonomous assessment and gives users richer, actionable insights that would otherwise go unseen.

Smart Advisor provides real-time actionable insights during complex emergencies, from large, rapid-onset events to repeat offenses and linked incidents. It empowers decision-makers to intervene earlier and more effectively to improve outcomes, speed recovery, and reduce impacts on communities, levels of service, and personnel.

Smart Advisor detects more patterns and connections between events by applying real-time data analyses. It assesses a broad scope of operational data – including the rich information held as free-form text – in recent events, live data, and users' interactions. The ability to instantaneously exploit more computer-aided dispatch (CAD) data enables agencies to uncover unseen connections and provide richer insights into current and unfolding emergencies.

Part of the HxGN OnCall Dispatch product suite, Smart Advisor utilizes a set of autonomous, analytical software agents within HxGN OnCall Dispatch | Essentials, Advantage, Viewer, and Mobile Unit. Smart Advisor can also run in a browser alongside I/CAD 9.4.

Benefits

Better Decisions Through Operational Data

By uncovering critical connections earlier, Smart Advisor can help agencies prevent escalating incidents that trigger other disruptive events. This prevents harm to communities, maintains public safety answering point (PSAP) service and capacity levels, and bolsters staff well-being.
True to its name, Smart Advisor is purely an advisor to the user, offering additional insights to support informed decision-making. The user is always in control; Smart Advisor’s notifications are triggered when relevant events occur, and the user then decides if and what action is needed. As an integral part of a CAD system, it can fill the operational blind spot into unfolding events by:

- Detecting complex connections between more events earlier than contextual CAD searches and personal knowledge alone
- Supporting assessment that is more efficient, effective, and scalable than manual monitoring of video, alarms, and common operating pictures (COPs)
- Detecting and sharing results immediately by avoiding the latency of separate analytics tools
- Exhibiting transparency in how conclusions are reached

Assistive Insights at All Levels

Smart Advisor’s continuous autonomous assessment ensures insights are timely and relevant while avoiding information overload. Here’s how Smart Advisor’s unique features provide optimal efficiency across different roles agencywide:

- **Call-takers / dispatchers:** Detect complex emergencies quicker and share insights that can protect the public and help field personnel stay safe. Smart Advisor provides a second set of eyes, reassuring users they won’t miss critical connections, even as call loads increase. It takes pressure off new hires as they build knowledge about communities and events.
- **Dispatch coordinators / managers:** Assist monitoring to free up time to focus on assessing situations and determining response.

When a rule is met for one of Smart Advisor’s agents, a notification (1) appears, fully integrated within the user’s workflow. More information can be found within the View Details slide-in panel (2), including related event data, graphics, charts, event remarks, and tools designed to help decision-makers during emerging, complex emergencies. The Add/Edit Supplemental Information panel (3) lets users easily add notifications to events to make them both visible to responders and part of the event history.
Smart Advisor also mitigates management workload by helping contain the effects of large, rapid-onset emergencies. Reduced call-taker stress results in fewer lost workdays and avoids the cost, disruption, and knowledge loss from high staff turnover.

- **Tactical / intel analysts / field command:** Overcome issues associated with the manual monitoring and assessment of alarms, video, and COPs, which are generally reactive and focused on individual incidents. Smart Advisor enables greater insights into unfolding events and provides more time to assess and share intelligence. CAD integration speeds accurate communication between the PSAP and field personnel and ensures reports are logged in the operational history.

**Less Strain on Responders**

When large, complex emergencies happen, workload spikes place additional burdens on personnel, which can result in dispatching errors, stress, missed work, and staff turnover. By helping contain major incidents and increasing insights without adding workload, Smart Advisor can:

- **Reduce stress:** PSAP personnel face a greater risk of post-traumatic stress disorder (PTSD) because of the high stress level associated with their jobs. Complex incidents are a contributing factor because staff must simultaneously manage tasks and information, and they often need to act without full understanding of a situation. By identifying complex emergencies sooner, Smart Advisor can prevent escalating workload. And armed with better understanding, staff feel more in control. This avoids stress and improves performance and capacity by reducing days off work and staff turnover.

- **Make connections:** Even the most seasoned staff can miss making an important connection because they rely on personal experience and basic CAD searches to spot correlations between current and previous events. Through enhanced abilities to detect similarities and connections across all events, Smart Advisor can flag calls that may otherwise appear ordinary. This allows agencies to provide the appropriate response and potentially avoid harm.

- **Empower personnel:** Smart Advisor, through earlier detection and more effective intervention, empowers staff to make timelier decisions and share insights that can protect the public and help field personnel stay safe. And because the autonomous agents can be trained to send alerts based on their own preferences, users don’t have to sort through irrelevant data to find key information.
Key Features

Autonomous Software Agents
At Smart Advisor’s core, autonomous software agents work continuously in the background to assess real-time operational data including event, unit, and supplemental information. When an agent’s conditions are met, Smart Advisor automatically sends notifications to all subscribing users.

Accessible Within HxGN OnCall Dispatch
Fully integrated within the OnCall Dispatch user experience (UX), Smart Advisor delivers relevant insights without disrupting workflows or the distraction of extra screens or software to monitor. Because events and reports can be linked, there’s no need to rekey information, which ultimately eliminates overhead and saves time.

Flexible Configuration
From dispatchers and call-takers to crime analysts, supervisors, mobile units, and more, Smart Advisor can be tailored to the needs of the agency and each user. To ensure optimal performance, each agent can be easily configured for sensitivity levels, new patterns and keywords, different “missions,” and what actions occur when the agent is triggered.

After-the-Fact Analysis
When exploring previous notifications, users can filter and display them on a map or in tabular format. With Smart Advisor’s map markup capability, users can manually connect the dots through after-the-fact analysis and export the results.

Integration & Interfacing
Notifications can be sent to external systems and applications using the REST API. It triggers an external workflow or query and returns results to Smart Advisor, which are presented to the user and attached to the Smart Advisor notification. Notifications can also be sent to Xalt | Integration – Hexagon’s platform for connecting multiple software applications – enabling more advanced and robust integration options.

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