

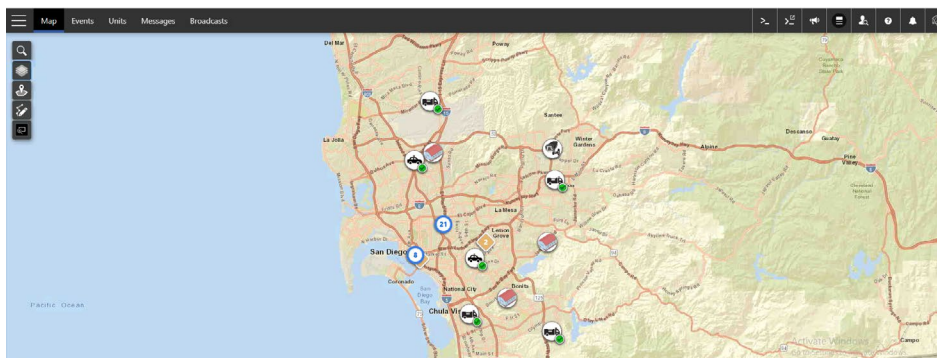
## HxGN OnCall Dispatch | Smart Advisor

Public safety agencies have a need to fill operational blind spots in complex, unfolding emergencies. Leveraging AI, machine learning (ML) and live data directly within the computer-aided dispatch (CAD) client, HxGN OnCall Dispatch | Smart Advisor supports continual, autonomous assessment. It operates as a real-time “blind spot detector,” giving users richer, actionable insights that would otherwise go unseen, using Hexagon’s patented and first-to-market dispatch AI technology.

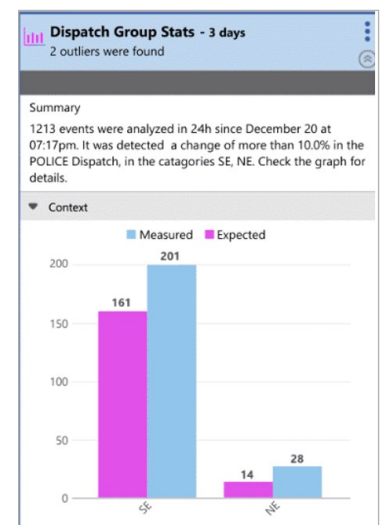
Smart Advisor provides real-time actionable insights during complex emergencies, from large, rapid-onset events to repeat offenses and linked incidents. It empowers decision-makers to intervene earlier and more effectively to improve outcomes, speed recovery and reduce impacts on communities, levels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

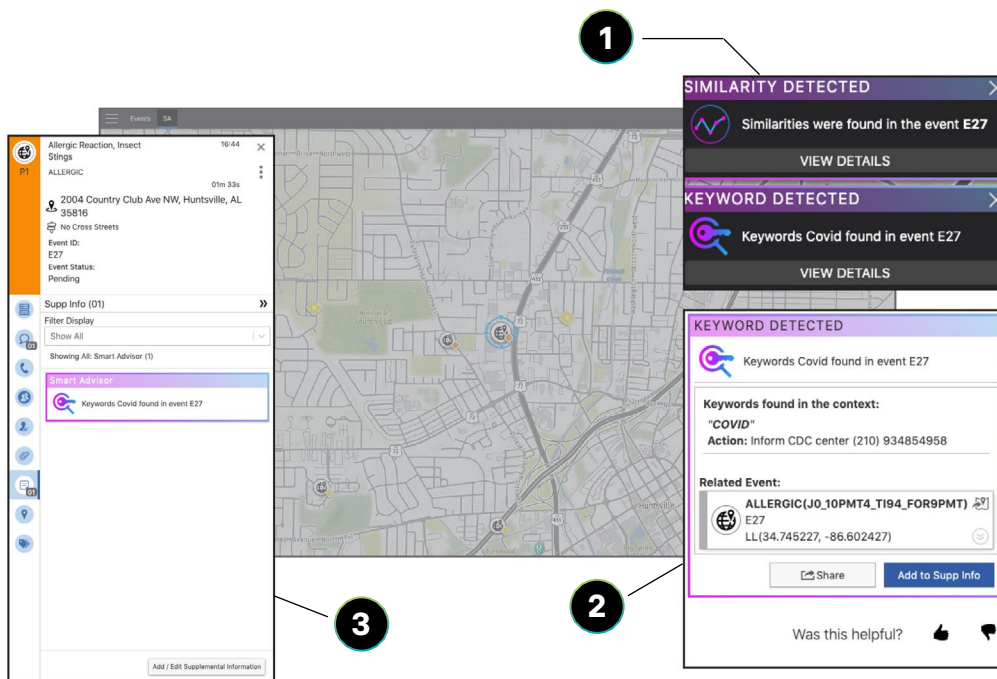
Smart Advisor, functioning as a second set of eyes, detects more patterns and connections between events by applying real-time data analyses. It assesses a broad scope of operational data – including rich information held as free-form text – in recent events, live data and user interactions. The ability to instantaneously exploit more CAD data enables agencies to uncover unseen connections and provides richer insights into current and unfolding emergencies.

Part of the HxGN OnCall Dispatch product suite, Smart Advisor uses a set of autonomous, analytical software agents within HxGN OnCall Dispatch | Essentials, HxGN OnCall Dispatch | Advantage, HxGN OnCall Dispatch | Viewer and HxGN OnCall Dispatch | Mobile Unit.



HxGN OnCall Dispatch | Smart Advisor is available for HxGN OnCall Dispatch | Essentials, HxGN OnCall Dispatch | Advantage, HxGN OnCall Dispatch | Viewer and HxGN OnCall Dispatch | Mobile Unit.





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.

## 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. 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 workloads. 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.

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## Meet the agents



**Keyword Agent** monitors event feeds and alerts users when specified keywords occur in real-time operations. It supports single words and phrases, but does not consider typos, synonyms, abbreviations or simplifications.



**Pattern Agent** assesses real-time operational data against user-defined expressions and sends notifications when it detects patterns, including phone numbers, national identification numbers (e.g., Social Security numbers), emails, hashtags and/or license plate information.



**Repeated Agent** monitors incoming (new) events in real time to determine if the event has happened before in the same (or similar) location and/or at the same frequency. It supports fuzzy logic-based attenuation relationships, which allow the agent to detect similar repeated events even though they might not be an exact location match.



**Location Agent** monitors and flags new and previous events within a specified radius of an event location. Like the repeated agent, it uses fuzzy logic to detect nearby events, even if the event is not within a geographically defined radius.



**Similarity Agent**, the most advanced of the agents, monitors incoming (new) events in real time, comparing them with previous events to determine if the incoming event is similar or related to other events.



**Statistic Agent** automatically monitors and tracks a single operational variable over time to automatically detect outliers and anomalies.



**Correlation Agent** monitors and tracks two operational variables over time to detect correlations that can lead to predictions.



**Rule Agent** evaluates user-defined rules and issues notifications when defined rules are evaluated as "true."



**Weather Agent** monitors publicly available web services in real time for extreme weather conditions.

### *Unit Agent option pack\**



**Idle Unit Agent** identifies units that have been in the same status over a specified amount of time.



**Unit Coverage Agent** helps users quickly identify areas where unit coverage has dropped below the agency's defined threshold.

\*optional

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## 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, enabled by explainable, responsible AI. Smart Advisor subscribes to a human-in-the-loop approach – it doesn't automate decision-making; it augments and assists. 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.

### User-controlled notifications

While Smart Advisor is a systemwide capability, each user controls the notifications he or she sees. Users can choose to receive only certain types of notifications from specific types of agents. They can also define the thresholds that trigger alerts. When a notification is issued, a user can click for more information, which includes probability and reason for the alert, event data, graphs, charts and event remarks. For each notification, users can choose to give a thumbs up/down, which trains the agents to users' personal preferences over time.

### Easy sharing of notifications

Users can share notifications with other OnCall Dispatch users with a simple mouse click. They can also add custom messages to accompany notification data (e.g., all or selected data shown in the Smart Advisor notification panel). This allows supervisors, field command and real-time crime center personnel to filter alerts before sharing them with wider teams.

### 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.

**Smart Advisor subscribes to a human-in-the-loop approach – it doesn't automate decision-making; it augments and assists.**

**Discover more**

Hexagon is the global leader in precision technologies at any scale. Our digital twins, robotics and AI solutions are transforming the industries that shape our reality.

Hexagon's Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world's critical services and infrastructure. Our solutions turn complex data about people, places and assets into meaningful information and capabilities for better, faster decision-making in public safety, defense, transportation, government and physical security. Learn more at [hexagon.com](https://hexagon.com) and follow us [@HexagonAB](https://twitter.com/HexagonAB).

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