

Direct to Dispatch Texting for Safer Communities

Empowering citizens with discreet reporting of safety concerns

What better way to encourage people to take action on public safety issues than by engaging with them via text? Studies show individuals are more likely to report suspicious or criminal activity by text rather than making a voice call or visiting a website.

The SMS (Simple Message Service) texting solution built by CBTS for public agencies enables people to text safety concerns directly to dispatchers from their cell phones. Unlike 911 emergency services, the text messaging system is designed for non-life threatening situations, like helping a lost child, reporting vandalism, or informing a dispatcher about a potential threat to public or personal safety. Messages can contain photos or videos for the dispatcher, who can request more information, provide guidance, or hand off the text conversation to onsite personnel or police, allowing a locally coordinated response.

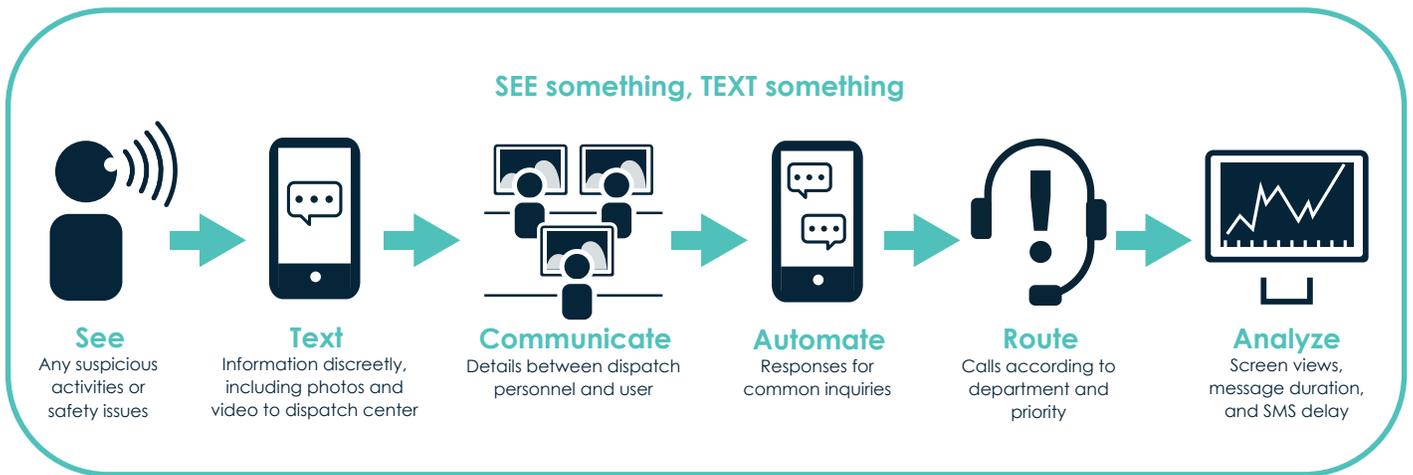
Advantages of CBTS SMS texting solution

- Discreet access by any cell phone
- Users don't need a data plan or strong internet
- No installation of mobile app required
- Photos and videos delivered discreetly to dispatch personnel
- Automated response via artificial intelligence with agent handoff
- Screen views, message duration, and SMS delay captured via dashboard
- Cell phone provider, registered city, state, customer name automatically uploaded
- Serverless cloud architecture with CBTS cloud management support

Sophisticated infrastructure providing easy user experience

Behind the intuitive user experience is a sophisticated infrastructure employing artificial intelligence, analyzing messenger intent and using the information to enable dispatchers to triage conversations. The solution also provides real-time dashboards and historical data for determining why and how the solution is used.

Additionally, CBTS designed the SMS solution to recognize conversation patterns and automate relevant conversation flows. When it recognizes a topic, the solution can extend the conversation with the user to collect additional information or pass control to a dispatcher as needed. If the user is asking for information the system knows, the solution handles the entire conversation without ever requiring a dispatcher.



Why CBTS

CBTS is a leading provider of technology services to organizations around the world. Our vast experience assessing, designing, building, and managing communications systems gives us insight into the complexities of creating an accessible and valuable user experience. We believe with the right agent intelligence, artificial interface, analytics, telephony integration, and cloud architecture and management, CBTS provides public agencies with the most advantageous tools to improve public safety.