BAPCO 2020

The Annual Event for Public Safety Technology

10 - 11 MARCH 2020
RICOH ARENA, COVENTRY
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The evolving public safety technology landscape and the role of voice recording

An Evolving Communications Network

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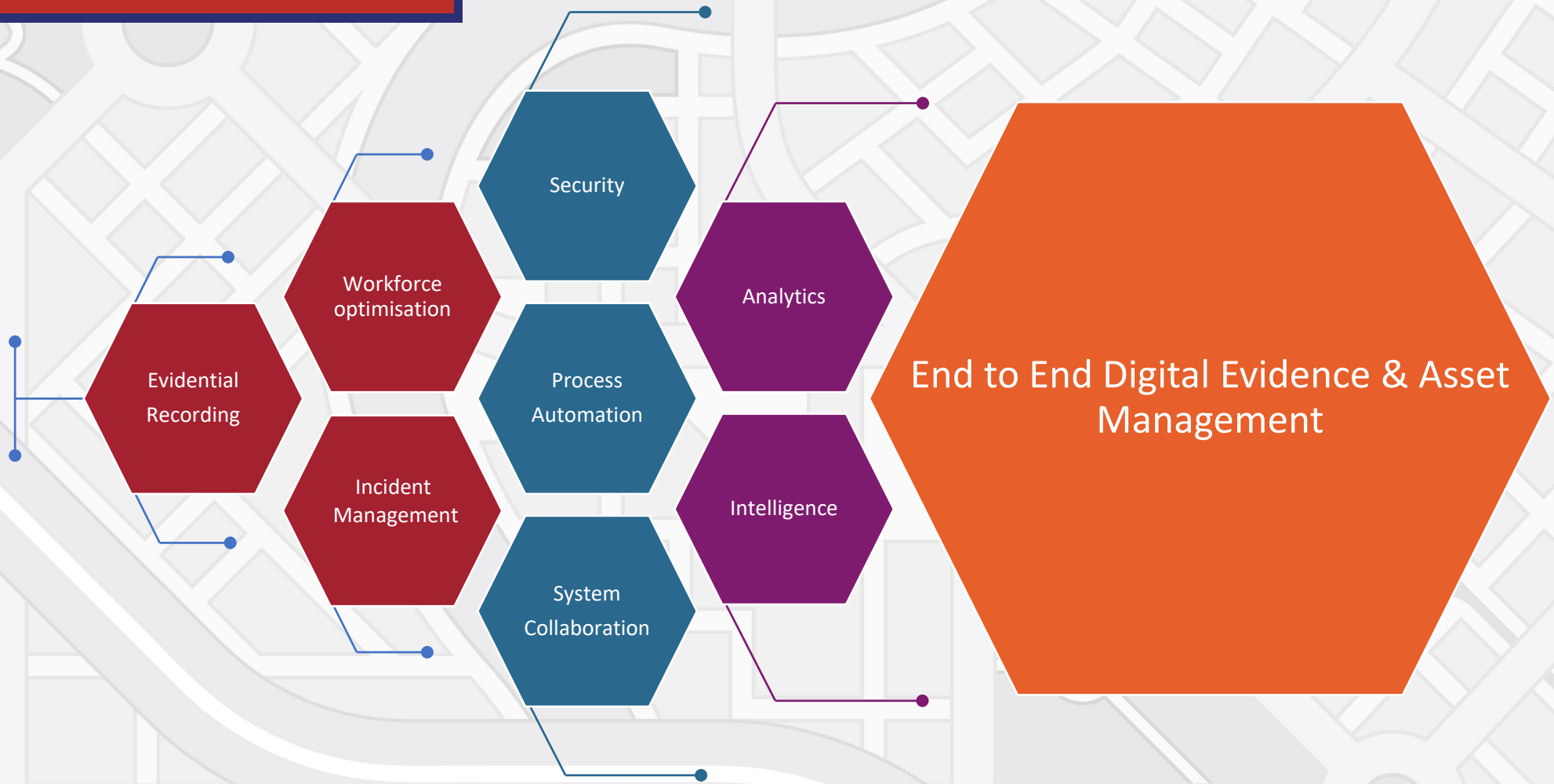
A Changing Technology Landscape

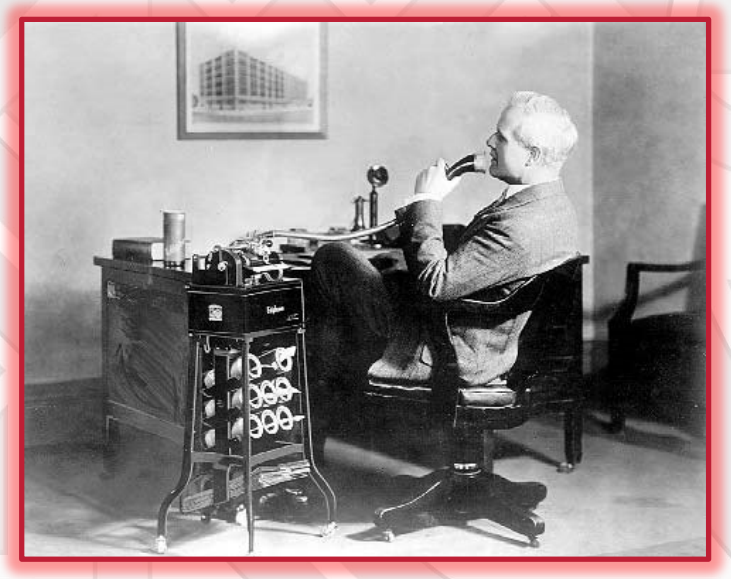


We've Come Along Way

Advances in technology have transformed how we communicate

Capture

Our ability to capture communications has improved significantly



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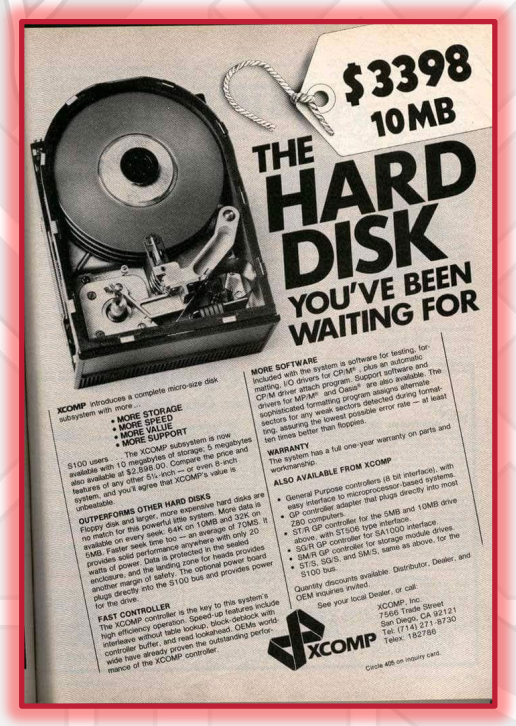
Storage & Access

How we store our data has also gone through a transformation



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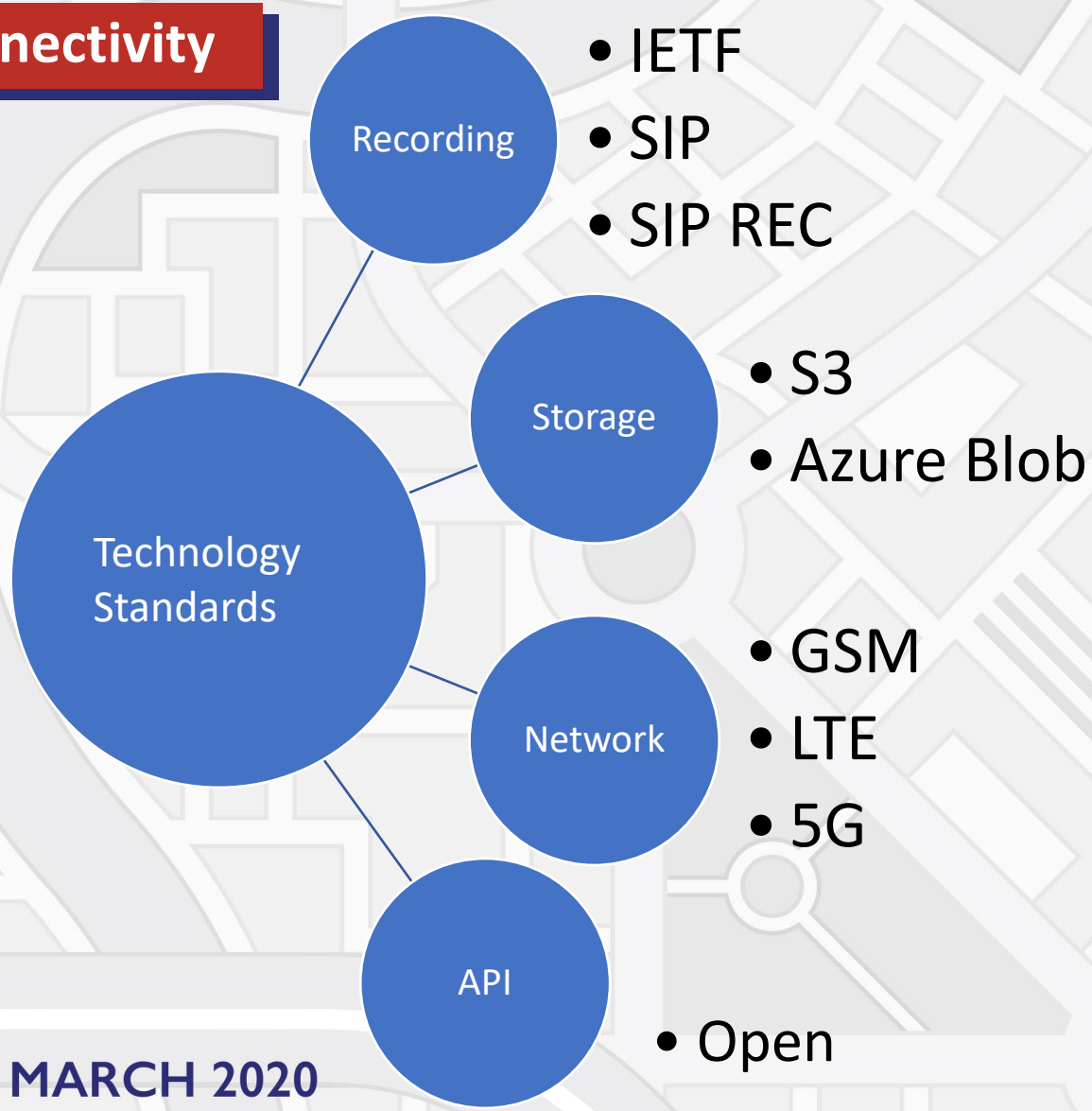
Standards – Improving Interconnectivity



- IETF
- SIP
- SIP REC

- S3
- Azure Blob

- GSM
- LTE
- 5G

- Open

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90% of emergency response, starts with a phone call

Voice Data contains a unique, rich set of attributes that convey context and sentiment

- Sentiment Analysis
- Root Cause Analysis
- Intent
- Actions

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Voice Data – Supporting Case Resolution

AUDIO INPUTS
(Capture everything)

LEGACY & NEW

10101
01101
11100

- 999
- 111
- CAD
- ICCS
- Airwave
- Mobile
- ESN

Captured audio + Transcribed conversations + Rich Metadata

Import into Digita; Evidence Management

Digital Evidence & Asset Management

- Automatically link to case references
- Search call transcripts
- Replay calls within DEAMS
- Analyse calls using existing AI and BI tools

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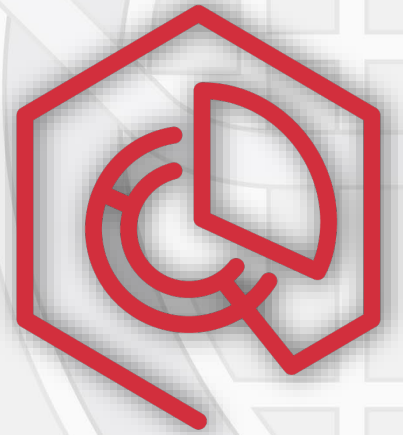
Can ASR, AI and ML support Public Safety in safeguarding communities?

The future of ASR, AI and ML in Public Safety

Voice Biometrics



Trend & Behaviour Analysis

Resource Mobilisation

Predictive Policing

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