



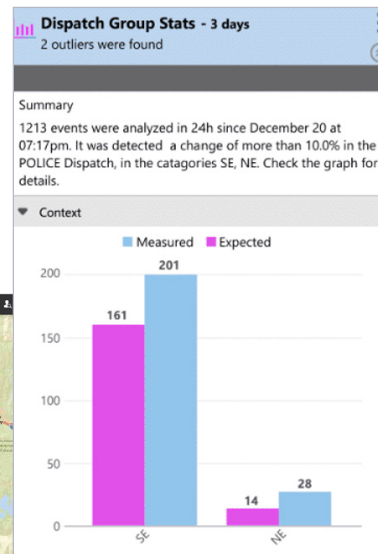
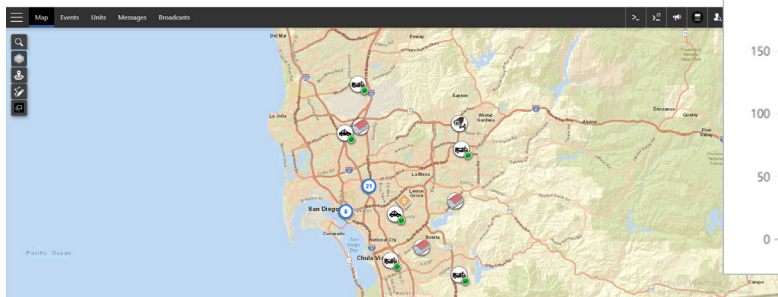
# Octave OnCall Dispatch Advisor



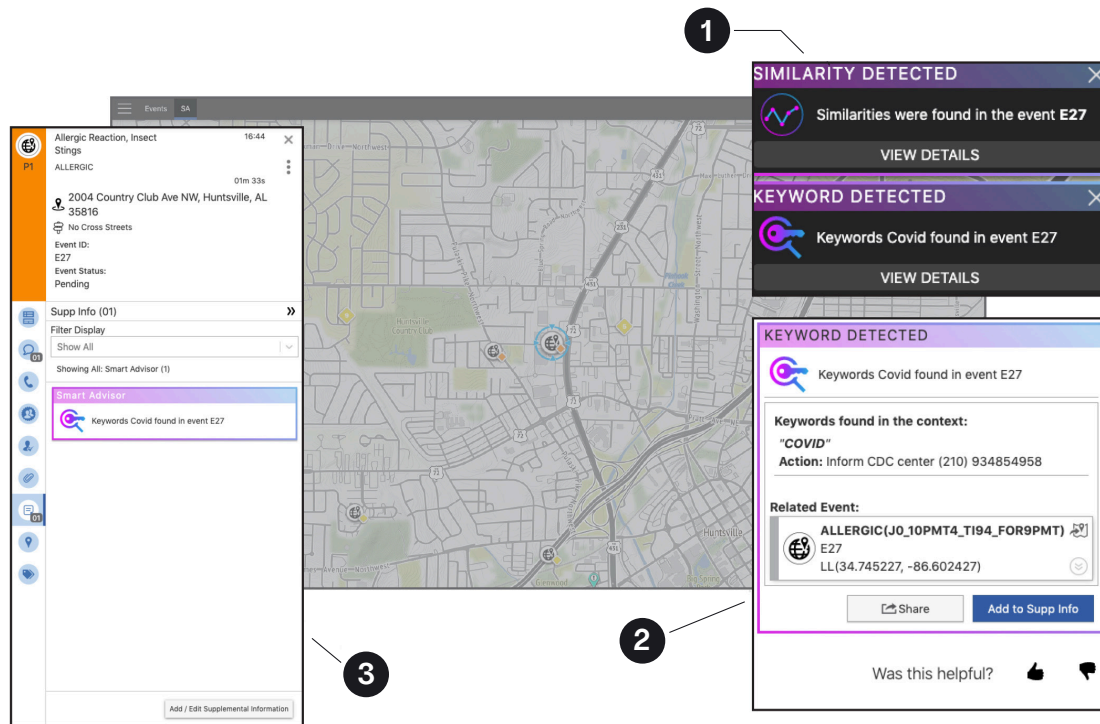
Public safety agencies have a need to fill operational blind spots in complex, unfolding emergencies. Leveraging AI, machine learning and live data directly within the computer-aided dispatch (CAD) client, Octave OnCall Dispatch Advisor (formerly HxGN OnCall Dispatch | Smart Advisor) supports continual,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

OnCall Dispatch 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.

OnCall Dispatch 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.



OnCall Dispatch Advisor leverages Octave's first-to-market dispatch AI technology to give users richer, actionable insights.



When a rule is met for one of OnCall Dispatch 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.

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

## Benefits

### Better decisions through operational data

By uncovering critical connections earlier, OnCall Dispatch 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, OnCall Dispatch Advisor is purely an advisor to the user, offering additional insights to support informed decision-making. The user is always

in control; OnCall Dispatch 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 among 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

OnCall Dispatch Advisor’s continuous autonomous assessment ensures insights are timely and relevant while avoiding information overload. Here’s how OnCall Dispatch 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. OnCall Dispatch 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. OnCall Dispatch 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. OnCall Dispatch 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, OnCall Dispatch 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, OnCall Dispatch Advisor can prevent escalating workloads. When 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, OnCall Dispatch Advisor can flag calls that may otherwise appear ordinary. This allows agencies to provide the appropriate response and potentially avoid harm.
- **Empower personnel:** OnCall Dispatch 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.

## Meet the agents



**Pattern scout agent** assesses real-time operational data against user-defined keywords, locations and patterns 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.



**Recurrency 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.



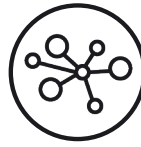
**Similarity agent**, the most advanced of the agents, monitors incoming (new) events in real time, comparing them with previous events to determine if the incoming event is similar or related to other events.

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## Meet the agents



**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.



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

*Unit Agent option pack\**



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

*Unit Agent option pack\**

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## Key features

### Autonomous software agents

At OnCall Dispatch 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. OnCall Dispatch 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, OnCall Dispatch Advisor automatically sends notifications to subscribed users.

### Accessible within Octave OnCall Dispatch

Fully integrated within the OnCall Dispatch user experience (UX), OnCall Dispatch 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 OnCall Dispatch Advisor is a systemwide capability, each user controls the notifications they see. 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 notification sharing

Users can share notifications with other OnCall Dispatch users with a simple mouse click to add the notification as an event supplement. This allows supervisors, field command and real-time crime center personnel to immediately see the notification issued by OnCall Dispatch Advisor.

### Flexible configuration

From dispatchers and call-takers to crime analysts, supervisors, mobile units and more, OnCall Dispatch 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 a tabular format. With OnCall Dispatch Advisor's portal, users can manually connect the dots through after-the-fact analysis and export the results.

More information at [octave.com](https://octave.com)

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## About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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