



Enhancing 9-1-1 Response Through Real-Time Transcription & Translation

Allerium Transcription & Translation

In moments of crisis, every word matters. When callers are under stress—especially when English isn't their first language—advanced transcription and translation (T&T) technologies ensure vital details are captured accurately. By converting emergency 9-1-1 calls into real-time text messages, public safety answering points (PSAPs) can eliminate miscommunications, lessen the burden on telecommunicators, and secure the information necessary for a swift response.

Translation & Transcription (T&T) Capabilities

Allerium's Emergency Call Management platform supports over 140 languages and dialects, ensuring that callers' natural expressions are accurately understood. Integrated T&T features automatically highlight keywords in both transcribed and translated calls, enabling telecommunicators to quickly identify and document critical information without having to recall every spoken detail or conduct repeated follow-ups.

Feature Scalability

Automated translation and transcription systems empower PSAPs to handle higher call volumes without additional staff. The T&T solution delivers real-time, multi-language support and adapts to local requirements—whether by adding new languages or adjusting settings—offering scalable and flexible communication support tailored to the communities you serve.

How Translation Optimizes Emergency Response

Breaking down language barriers, the translation feature improves both accessibility and response times for non-English speakers. By converting calls into clear, immediate text, telecommunicators can make faster decisions without waiting for external translation services. This approach not only accelerates first responder dispatch but also enhances accuracy—capturing crucial details such as emergency location and nature while respecting cultural nuances in communication.

Leveraging Transcription to Boost Accuracy & Accessibility

Automatic transcription creates a detailed, written record of every call for legal, medical, and operational review. These transcripts support police investigations, staff training, and performance evaluations by ensuring every detail is accurately captured. Additionally, transcription enhances accessibility for deaf or hard-of-hearing callers and mitigates background noise issues in chaotic environments, allowing PSAPs to maintain clear, reliable communication during even the most challenging emergencies.

Allerium is a trusted leader in mission-critical connections.

For over 40 years, we've delivered reliable, life-saving solutions that empower public safety professionals and essential service providers to act with confidence – when every connection counts.

Guided by integrity, innovation, and deep expertise, our configurable technologies help build safer, more connected, and more resilient communities.

Learn more at allerium.com