



# How Intelligent Virtual Agents Can Impact your 911 Center

An **intelligent virtual agent (IVA)** is an AI application that uses natural language processing and machine learning to assist callers automatically. **IVAs in the public safety sector** assist by providing information, support, and assistance during non-emergency situations. They disseminate information, facilitate reporting, educate the public, and help manage resources efficiently, contributing to community safety and well-being.

## Non-Emergency IVAs Use Cases:



Call  
Routing



Providing  
Information



Answering  
FAQs



Collecting  
Feedback

## Benefits of Using IVAs:

- Improved Customer Experience
- Reduced Call Volume
- Better Resource Allocation
- Increased Efficiency
- Data Insights
- Cost Savings

## Immediate Impact:



Reduced wait times  
for callers



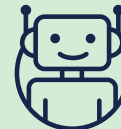
30% decrease in  
dispatcher workload



Increased focus on  
emergency & 911 calls



Improved 911 call  
answer rates



50% of non-  
emergency calls  
handled by IVA



Cost savings through  
task automation



Scan to watch a video on IVAs and  
their impact on 911 centers

## Who We Are

Wilmac Tech is a top-tier provider of sales, services, and support for Communications and Customer Experience technologies. Wilmac's expertise serves a variety of industries in North America including regulated institutions (financial services, healthcare, and insurance), contact centers, and public safety organizations.