



AUTOMATIC CALL BACK FOR NEXT GENERATION EMERGENCY COMMUNICATIONS CENTERS

**Improve the efficiency of your
Emergency Communication Center.**

OMNI911 VIRTUAL AGENT OVERVIEW

Automatically call back any abandoned call or text session instantly. This advanced Next Generation 9-1-1 feature seamlessly integrates with Omni911 to augment staff by proactively calling and immediately connecting with those unable to initially reach a call taker.

HOW IT WORKS

Always be there for others in times of need.

When an emergency call is disconnected while ringing or a text message isn't answered, Omni911 Virtual Agent instantly tries to reconnect to the caller, verify intent, and connect them to an available call taker — either by voice or text. When the call or text is answered, the caller is prompted to indicate whether it is an emergency or a false alarm. If it's an emergency, the call or text session is immediately routed to a call taker.



**Call Disconnected
Before Answered**



**Omni911 Virtual Agent
Activated**



**Call Placed to
Validate Intent**



**Call Routed
to Agent**

WHO WE ARE

Since 1991, MicroAutomation has delivered technology solutions that improve response times and enhance customer experiences everywhere, from day-to-day living to lifesaving fields. Whether you choose from our suite of proven products or we design a purpose-built solution, we partner with you to minimize the transitional impact on your team while optimizing workflow. We leverage our contact center and optimization experience to design cloud-based and premise-based solutions that enhance PSAP operations.

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[MICROAUTOMATION.COM/OMNI911](https://www.microautomation.com/omni911)**

OMNI911 VIRTUAL AGENT, AN OMNI911 ADVANCED FEATURE

BACK-END SERVICE MONITORING

Monitoring Options

Phone Call

Based upon rules established by the PSAP Administrator, Omni911 Virtual Agent identifies abandoned voice calls and contacts the caller via a voice call to ensure they do not need further assistance. Callers requesting further assistance are connected with a live 9-1-1 agent to engage in a voice conversation.

Text Message

Based upon rules determined by the PSAP Administrator, Omni911 Virtual Agent identifies abandoned 9-1-1 text messages (those without a response over a period of time) and contacts the caller via SMS text message to ensure they do not need further assistance. Text callers requesting further assistance are connected with a live 9-1-1 agent to engage in an SMS conversation.



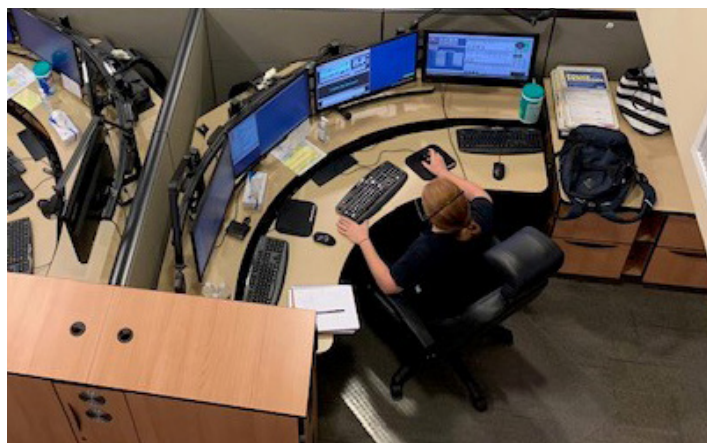
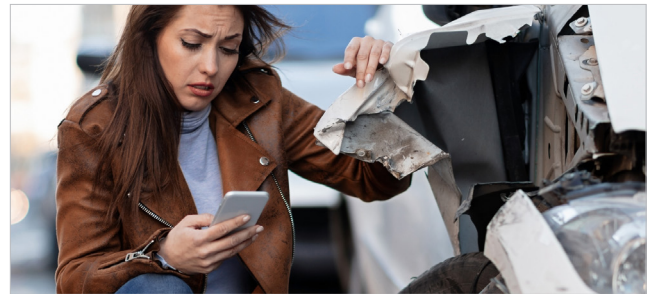
Automated Callback Options

For Call-Back Service

- Dial Attempts and Retry
- Outbound Caller ID
- Machine Detection
- Personalized Greeting, Transfer, and Goodbye audio prompts
- Touch tone response to either request or decline assistance

For Text-Back Service

- Outbound Caller ID
- Personalized Greeting, Transfer, and Goodbye text messages
- KEYWORDS to request or decline additional assistance



FEATURES | FUNCTIONS | BENEFITS

- Automatically calls back callers freeing up valuable call-taker time
- Reduces wasted agent interactions by excluding accidental caller misdials
- Engages with callers with the option to be routed immediately to a call taker
- Allows call takers to focus on emergency calls
- Reconnects with callers using their preferred communication method

Omni911 Advanced Features:

- **Omni911 Analytics** – Robust analytics and reporting package
- **Omni911 Archive** – Centralized call recording
- **Omni911 Scribe** – Real-time call transcription and translation service

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