



Emergency Dispatch Centers are currently in a state of crisis. They're grappling with an overwhelming number of emergency calls, and they're critically short-staffed. This situation raises the risk for catastrophic outcomes.

Meba revolutionizes emergency response by utilizing voice recognition then harnessing the power of AI. It swiftly categorizes emergencies and poses critical follow-up questions. These alerts are then prioritized and displayed in a user-friendly interface for dispatchers.

User Request
Emergency
Services

Application
classifies request
and generates
follow up
questions

All data is sent to
the call center
application for
review

Dispatcher
reviews the data
approves, denies,
or asks for more
information.

When a request is unable to be classified the AI will classify request as Unknown.



Here the Dispatcher can approve, deny, or connect to the caller for more information.

Call Center Dashboard

EventID	Transcribed Text	Classification	Follow-Up Question	Follow-Up Answer	Actions
1	Help there has been a fire!	Fire	Do you have access for a fire extinguisher?	Yes I do!	Approve Deny Connect to Caller
2	Help I have been shot!	Medical	Where is the gunshot wound located? Is it...	In my leg!	Approve Deny Connect to Caller
3	Help there has been a break-in!	Police	Is the intruder still there? Are you in a safe...	No he has left!	Approve Deny Connect to Caller
4	Help I lost my dog!	Unknown	What is the dog's name? What is the d...	Pablo	Approve Deny Connect to Caller

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