AILSA for Public Safety

The AI-powered assistant with sentiment analysis, helping to reduce staff burnout and improve call quality

LiquidVoice
Smart business analytics

WHO IS AILSA?

AILSA is Liquid Voice's interaction assistant, designed to support and empower call handlers by ingesting emergency calls, summarising these interactions and analysing the sentiment to unlock insights into staff stress, escalation requirements, and training opportunities.

Simply plug AILSA into our call recording system, and through automated transcription save 75% of your call handling time by reducing call cycle length and admin with smart transcription, and automating the quality assurance process.

Automate QA and call transcription to alleviate manual post-call admin

Monitor call handler vulnerability and stress, sending automatic escalation alerts

Improve timeline visibility for investigation and after-action reviews

Unlock better insights and trend analysis for team managers

Understand training and coaching requirements for call handlers

Improve operations through time saving efficiencies and reduced admin

WANT TO SEE AILSA IN ACTION?

If you're interested in using AILSA to summarise, process and analyse your interactions, get in touch with us today at liquidvoice.com to book a demo.

UK & Europe
3 Hawthorn Park, Coal Road, Leeds LS14 1PQ
E: sales@liquidvoice.co.uk
T: +44 (0)113 200 2020

APAC
359A Lincoln Road, Addington, Christchurch 8024
E: sales@liquidvoice.co.nz
T: +64 (0)3 281 7558