



PRIORITY DISPATCH VOYAGER AI, POWERED BY CORTI

Move Your Quality Management Forward with Artificial Intelligence

Priority Dispatch® Voyager AI™, Powered by Corti® puts AI-Powered QA to work for your agency—potentially increasing call review up to 100%. It reviews recordings for any keywords or phrases you specify, flagging high priority calls as well as reviewing for accuracy, rate of speed, voice tone, inflection, and general customer service variables to identify the highest priority, most critical calls.

Voyager AI can also identify any missed cardiac events and other critical incidents for QA review, along with patterns and trends amongst staff and areas where time can be saved in calls. All of this

Your agency already has valuable QA practices in place. But what data are you leaving on the table in the backlog of unreviewed calls caused by limited resources? That information is gold for future agency decision making. Let's put it to use.

contributes to better utilizing QA team members for quality improvement. Voyager AI is an exciting tool that puts the power of AI to work for your agency, potentially reviewing 100% of your calls.

THE BENEFITS OF AI-POWERED QA

Accelerated Case Review

- Instantly find the highest priority calls to review
- Up to 100% of calls reviewed and scored automatically

Improved Calltaker Feedback

- Automate constructive calltaker feedback
- Improve calltaker performance and positivity
- Boost call handling time without compromising quality
- Identify high performance calls for recognition or reward



KEY FEATURES OF VOYAGER AI™

- Identifies critical issues, high priority calls, or targeted events and flags them for review.
- Spots concerns such as caller distress, irregular breathing, and tones of anger or distress.
- Provides a familiar dashboard view to track trends, manage to KPIs, and reward high performers.



WHAT'S IN IT FOR ME?

Elected Officials

Receive broader Emergency Dispatcher performance information, increasing confidence in the quality of service your communities receive and the performance of the communication center.

Command Staff

Generate a richer data set to demonstrate continuous improvement and show evidence for the crucial role of the ED-Q. Get a quick view of new hires through the dashboard.

Medical Directors

Gain visibility into life-critical calls like cardiac arrest, choking, baby delivery, and drowning, as Voyager AI surveys 100% of calls to identify specific cases for focused review.

Emergency Dispatchers

Emergency Dispatchers receive more comprehensive feedback from QAs, helping them feel more confident and better supported.