



Admin Assist

FREE UP 911 TEAMS WITH SMARTER, SCALABLE NON-EMERGENCY CALL HANDLING

Keep Non-Emergency Calls from Becoming Your Emergency. Emergency communication centers aren't just fighting life-and-death battles—they're buried under an endless tide of non-emergency calls: misdials, routine questions, minor complaints. These 10-digit lines were never designed for triage, yet they quietly erode staff focus and stretch resources thin. When these calls go unanswered or divert telecommunicators away from genuine emergencies, both public trust and operational readiness suffer.

Key Benefits

- AI-powered call distribution and deflection
- Dynamic knowledge base integration
- Self-service virtual agent configuration
- Intelligent, rule-based escalation
- 24/7/365 availability
- Cloud-native, no hardware needed
- Full auditing and analytics access
- Scalable to meet local demand

A Smarter Way to Manage Routine Admin Calls

Carbyne Admin Assist* is an AI-powered virtual agent that acts as your frontline defense from distraction. It's designed to answer inbound calls to administrative and 10-digit lines, to resolve routine, non-emergency calls before they ever reach your 911 team. It can answer common questions, guide callers to the correct information, and seamlessly route critical issues to live staff.

- **Keep teams mission-focused:** Address routine, low-priority calls with intelligent, dynamic responses, freeing telecommunicators to concentrate on actual emergencies.
- **Stand ready 24/7, without overtime:** From storm surges to holiday weekends, Admin Assist operates continuously, providing reliable coverage even during resource gaps.



*Admin Assist is expected to be generally available as an add-on to the Carbyne APEX platform in Q3 of this year, and available as an add-on to Carbyne Universe and as a standalone cloud-based solution later in Q4.



- **Escalate only when it truly matters:** Seamlessly route calls to live professionals when human judgment is needed, as configured by the agency.
- **Modernize on your terms:** Deploy as a standalone solution or as an integrated part of an existing Carbyne platform deployment—no rip-and-replace, no disrupting your telecommunicators.
- **Shape the experience to your community:** Agencies can use their own customized knowledge bases and workflows to reflect local protocols and priorities—no rigid scripts or cookie-cutter logic.
- **See everything, improve continuously:** Gain auditing and analytics visibility—recordings, transcriptions, and event data all live within Carbyne's secure infrastructure.

Purpose-Built Protection for Public Safety

Admin Assist isn't retrofitted from generic call center tech. It was built from the ground up with public safety in mind. Secure and cloud-native, it requires no additional on-premises hardware and no heavy IT lift. Agencies get reliability and operational excellence without compromise.

As a standalone offering, Admin Assist provides a win, helping to relieve pressure on telecommunicators, and opening doors for future modernization. When agencies are ready, they have a smoother path to adopt additional Carbyne platform solutions, supporting next-gen 911 evolution for your agency on their schedule.

Why Choose Admin Assist?

- **AI-powered non-emergency call handling that helps free up emergency resources**
- **Dynamic, fully customizable knowledge base workflows**
- **Only escalates when human support is truly needed**
- **Always on, always available admin call support**
- **Cloud-native, secure, and designed for public safety**
- **Flexible deployment—standalone or fully integrated with Carbyne**

About Carbyne

Carbyne is setting a new standard for how the world responds to emergencies. Our cloud-native platform—built for speed, clarity, and action—uses AI to help emergency responders move faster, see more, and make confident decisions when lives are on the line. Carbyne connects responders with real-time data, live video, multilingual transcription and translation, and intelligent tools that streamline complex workflows and enhance coordination. Deployed across dozens of jurisdictions, integrated with leading public safety systems, and trusted to process over 250 million data points annually with 99.999% call handling uptime, Carbyne delivers resilience at scale. With global reach and an unrelenting focus on impact, we help communities stay safer, better prepared, and more connected—because every second matters, and every person counts.

Ready to get started?

Learn more at carbyne.com/adminassist