



Admin Assist

AI-powered relief for your admin lines.

ECCs across the country are facing a math problem: call volumes are rising while staffing is flat or declining. Non-emergency admin calls consume significant capacity, pulling trained telecommunicators away from critical 911 response.

63%

of ECCs report that 50-80% of the calls they receive are non-emergency.

82%

of ECCs say they cannot fill open positions.

Source: NENA + Carbyne 2025 Pulse of 911 Survey

Every minute your staff spends answering routine questions—trash collection schedules, court dates, directions to city hall—is a minute taken from someone in crisis. Staff burnout is now the top staffing pain point nationwide, with nearly 1 in 3 telecommunicators reporting daily stress from handling non-critical calls.

Get AI-Powered Relief for Your Busy Call Takers

Admin Assist handles routine admin-line calls using your agency's knowledge base—answering common questions, deflecting misdirected calls, and escalating to live staff only when human judgment is required. This frees your team to focus on what they trained for—real emergencies.

- **24/7 Availability:** Handles admin calls during off-hours, surges, and shift changes without overtime
- **Intelligent Escalation:** Routes calls requiring human judgment to staff; contains routine requests automatically
- **Dynamic Knowledge Base:** Adapts to your agency's FAQs and protocols—no rigid scripts or complex configuration
- **No Rip-and-Replace:** Deploys as an add-on feature to Carbyne APEX or, coming soon, as a standalone that works with the systems you have today.



Proven Results from Admin Assist Customers

Agencies using Admin Assist report measurable call containment within weeks:

Up to 70%

containment of calls,
depending on scoped use cases.

Up to 36%

reduction in overall
admin calls reaching staff.

Data as of January 2026 from live Admin Assist deployments

ROI Framework: Calculating Your Value

The value of Admin Assist compounds across multiple dimensions:

ROI Driver	How to Calculate
Time Recovered	Admin calls/year × Avg call duration × Containment rate = Hours returned to emergency focus
Capacity Unlocked	Hours recovered ÷ FTE hours/year = Equivalent staff capacity freed for 911
Off-Hours Coverage	Avoided overtime + improved community service during nights/weekends/holidays
Burnout Reduction	Reduced turnover costs + improved morale by protecting staff focus

Example: An agency handling 50,000 admin calls/year at 3 minutes average, achieving 35% containment: $50,000 \times 3 \text{ min} \times 35\% = 52,500 \text{ minutes} = 875 \text{ hours}$ returned to emergency operations annually. At \$25/hour fully loaded, that's \$21,875 in recovered capacity—before accounting for overtime avoidance, improved 911 response times, or reduced staff turnover.

Ready to learn more?

Discover what Carbyne APEX can do for you at carbyne.com

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% inbound 911 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.

20260204-1