CASE STUDY

Surf Life Saving NSW speeds response & builds evidence with Dubber

OVERVIEW

> Surf Life Saving New South Wales (SLSNSW) uses Dubber call recording and transcriptions to compile evidence for investigations. Dubber helps the emergency service save vital time in responding to incidents and improve reporting accuracy.

SLSNSW Chief Information Officer Matthew Ingersole says his organisation often needs to provide evidence for coronial inquests and other official enquiries.

In the past, staff would recall and manually take notes of conversations for critical record keeping after dealing with incoming emergency calls. Dubber call recording means the key evidence is automatically collected while staff manage the incident. This not only frees the critical operations team to focus on life saving and rescues, but gives them better incident records.

Time is essential when a call arrives. Shaving seconds off a call response can save lives. Ingersole says the automated system means staff can concentrate on the life-saving and let Dubber handle the record keeping. "The big advantage of having the call recorded, is that the operators can get on with the job of allocating the resources and not worrying about writing down the time and details of each call."

The automatically generated transcripts from recorded calls can be pasted into incident reports after the emergency is passed along with time and date stamp information.

Surf Life Saving New South Wales is dedicated to saving people from drowning along a 2100km coastline. It has volunteer lifesavers and professional lifeguards. It coordinates all rescue activities from an operations centre in Northern Sydney.

Calls come in from landlines, mobiles and by radio. All the phone calls are captured in the cloud by Dubber call recording which is embedded in the Telstra network.

SLSNSW also uses recorded calls to build case studies for staff training. The organisation uses Dubber's AI-powered sentiment analysis to get an overview of operations centre performance and to provide extra training for staff where needed.

> "Dubber improves our response speed. It frees up the operators to focus on the rescue, helps us prepare evidence for coronial enquiries and improves reporting accuracy. Together these make us more professional as an organisation and an emergency service."

Matthew Ingersole
Chief Information Officer, Surf Life Saving NSW

THE CHALLENGE

- Surf Life Saving NSW needed a recording and transcription solution to accurately record emergency calls in the operations centre.
- The previous on-premise system couldn't capture mobile calls or adequately record during network updates.

THE SOLUTION

- Dubber call recording and voice AI deployed on Telstra TIPT and Liberate.
- Delivered call recording on all calls including mobile in the operations centre.
- Dubber made it easy to capture and transcribe every call and search and listen to the recordings when needed.

THE TECHNOLOGY

- ✔ Dubber Call recording and Voice AI.
- ✔ Telstra TIPT and Liberate.
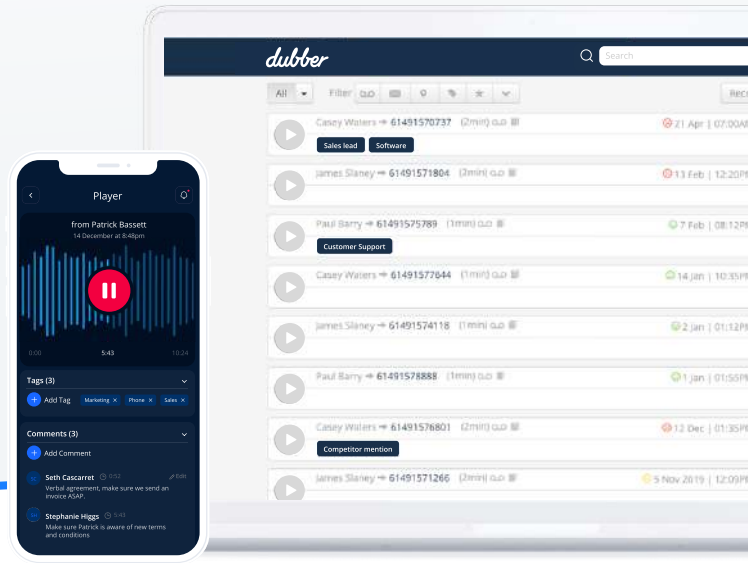
THE RESULTS

Accurate evidence of every conversation

Accurate and immutable records of all calls for coronial enquiries and investigations.

Critical time savings

Automatic transcriptions of every call that can be copied and pasted into incident reports saving critical time.

Staff Training

AI-powered sentiment analysis that identifies calls needing further review, and recordings that can be used for staff training.

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