

The latest innovation in communication channels between call-taker and caller

Emergency calls made from a smartphone allow for modern, efficient call management. **FlagMii EML** is the ready to use tool that will improve times and quality of call-taking, with innovative operation based on the mobile. And there is no need for an app!



FlagMii EML is a software for emergency control rooms entirely dedicated to management of incoming calls from smartphones.

With its multifunctional approach, **FlagMii EML** is designed to become a single communication centre from which to perform all the operations of geolocalisation and dialogue with the caller.

The benefits are there for everyone. The call-taker does not have to switch between various, differing software and can manage the whole of the call more rapidly and without making mistakes. The control room can achieve a tangible saving in terms of installations. The caller benefits from high quality help even in the most complicated situations.

Its purpose is to create an effective link between the person who is asking for help and the call-taker, which will enable activities such as:

- EXCHANGE OF VIDEO AND IMAGES**
- THREE-WAY CHAT (CONFERENCE)**
- NON VERBAL COMMUNICATION**
- SEMI-AUTOMATIC INTERVIEW PROTOCOLS**
- GEOLOCALISATION**
- LANGUAGE RECOGNITION AND TRANSLATION**
- REAL-TIME INTERPRETING**

FORMS OF COMMUNICATION SUPPORTED

With **FlagMii EML** the operator may choose the most useful form of communication and switch from one to another at any moment. Links, video and images can be sent with instructions while waiting for the response and, in the opposite direction, the caller can send visual feedback on his or her situation. The interactive chat ensures communication in cases of users with impaired hearing and/or speech or persons subject to threats. It is also possible to interact in iconographic form, through ready-made, customisable questions and answers. New methods are added regularly to meet the needs of every area of emergency.

MULTILINGUAL

The software is capable of adapting automatically to the language of the caller. The automatic translation function included in **FlagMii EML** can also be replaced by the inclusion of human interpreters, using the support of conference chats.

COMPATIBLE WITH ALL THE PROTOCOLS OF THE CONTROL ROOM

FlagMii EML is a multi-disciplinary software. It is compatible with all emergency contexts and allows maximum freedom regarding protocols already in use. Its tools can be immediately inserted into the control room without causing any interruptions.

LOCALISATION

The caller can be geolocalised with the utmost accuracy available and their movements can be displayed on an interactive map. The operator is constantly updated on the quality of the current localisation.

NO APP REQUIRED

All the functions of **FlagMii EML** are app-free and work on any smartphone, without the support of apps. This means that a *link* for assistance can be created with anyone, irrespective of the type of smartphone in use, apps installed or nationality. No advance sensitisation campaign is required.

SECURITY, PROTECTION AND PRIVACY

FlagMii EML is a cloud service, requiring no installations. All data is encrypted and saved in a manner that keeps it traceable for future consultation and protected by legal safeguards. The caller's privacy is guaranteed and information recorded during communications is accessible only to authorised users. The API allows for full integration with the systems already in use.

AML SUPPORT FOR YOUR CONTROL ROOM

FlagMii EML is also a simple, cheap way to make your control room compatible with the *Advanced Mobile Location (AML)* system. AML is automatically supported by the system and, because of its technological integrations, the acquired localisation can be included to become part of the entire dispatch flow.

flagmii.com



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