

Welcome to the future: Empowering efficiency through “LeoBot”

Notruf Niederösterreich

Lower Austria, Emergency Command and Control Center



Presenter



Sophia
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Channelmanagement



Agenda



Notruf Niederösterreich

Numbers
Facts



Agenda



Setup

Technical aspects
CRAs

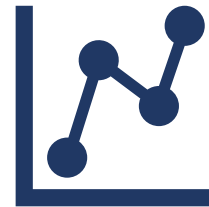


Agenda



Spike through IVR

Chatbot numbers

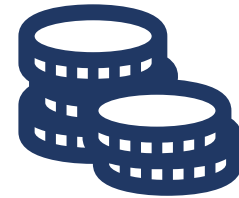


Agenda



Most used features

Time and money savers



Agenda



The future

Non-voice emergencies
Tips for your start





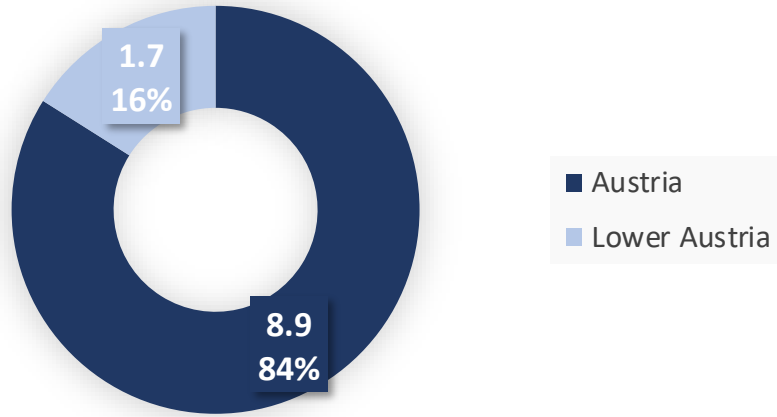
Notruf Niederösterreich

Numbers
Facts



Lower Austria

Population in Millions



PSAPs



122



133

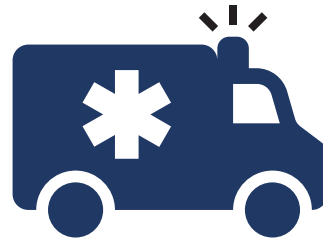


144

Notruf Niederösterreich



2.2 Million
(2022)



855
Dispatchable resources



~300
Employees

Numbers



144



140

14844

14841



059144



141



1450

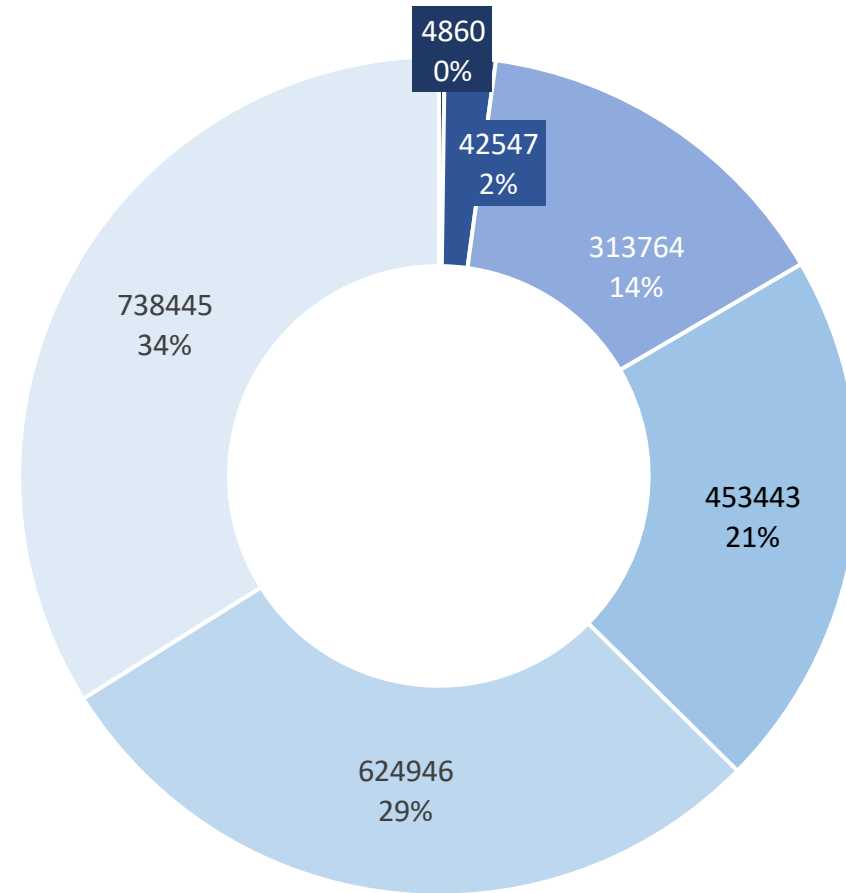


**Service-
hotlines**

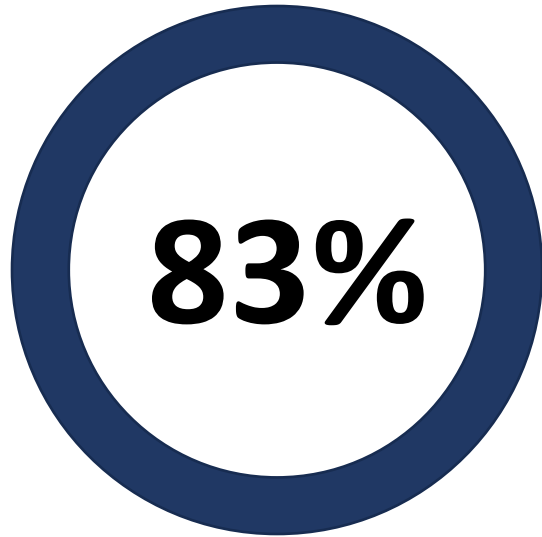


Caller numbers per service (2022)

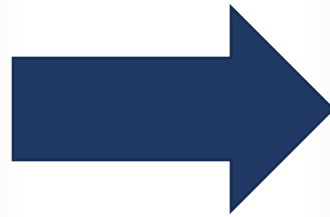
- 140 (mountain rescue)
- 141 (on-call doctor service)
- 144 (medical emergencies)
- 1484x (patient transportation)
- 1450 (health consultation)
- Other



Sense in numbers...



- Patient transports
- Health consultations
 - Other Services



Strict Protocol:
WebCallAssist

First Aid course information via WebCallAssist

caller concerns Service:

What should be reported? First aid course

Which **organization** would you like to attend the **course** with ? Red Cross

Information on how to proceed

Since **March 5, 2018**, the Red Cross has operated a 24-hour **switchboard (service center)** in Tulln. **At least one employee** is on duty there who **provides information on various things** and is **responsible for accepting call assistance**. **According to plan**, **all RK call assistance alarms** should **be received** there by **the end of 2018** at the latest (the devices all have to be reprogrammed for this).

The following things in particular will be provided there (which are currently coming in to us):

- collection of old clothes
- baby-sitter
- blood donations
- Contact the office/provide information
- course information
- Nursing Advisory Check
- Nursing bed / hospital bed / nursing aids
- Call assistance - emergency telephone
- School start package hotline
- Team Austria
- Team Austria board
- Traffic coaching ("alcohol training")
- Eat at home

All **relevant calls** are connected directly "**HART**", **waiting** for someone to answer is **not necessary**. **We do NO more information about this**, which saves us a lot of time!

Service center number : 059144-0
emergency call Lower Austria internal speed dial : 39000

exit

I'll put you through to the **Red Cross switchboard (service center)**. Please **do not hang up**, the colleague there will answer shortly.



vs. LeoBot

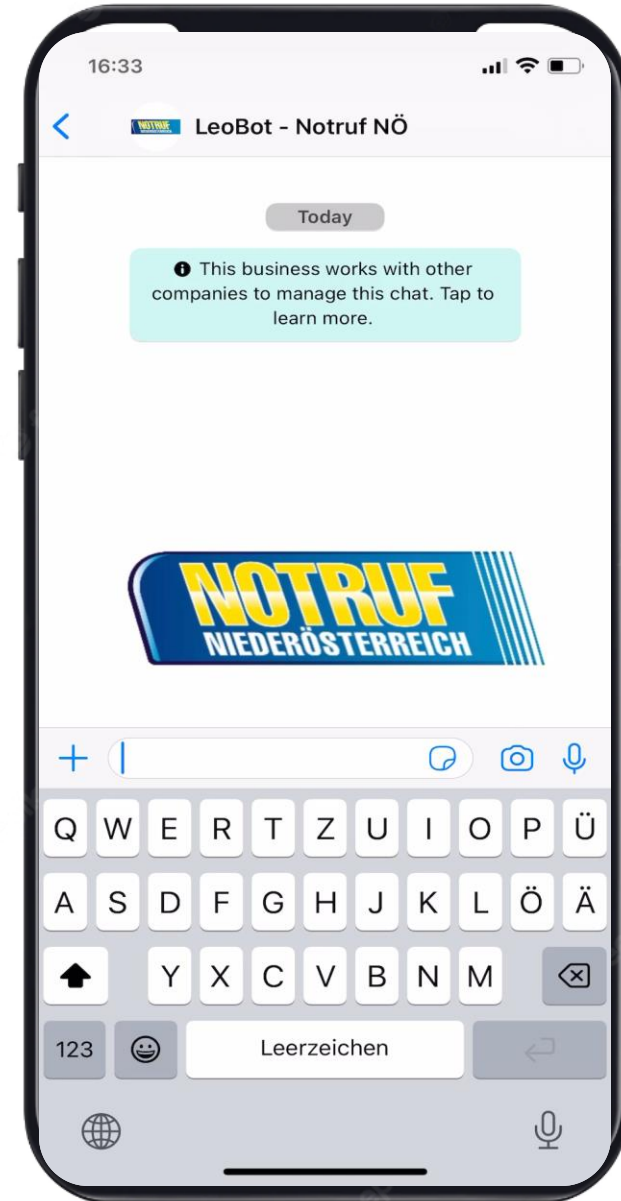
Bot does the work for us

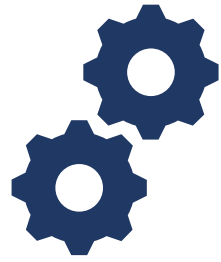


Questions with guided answers



Provides all information needed





Setup

Technical aspects
CRAs



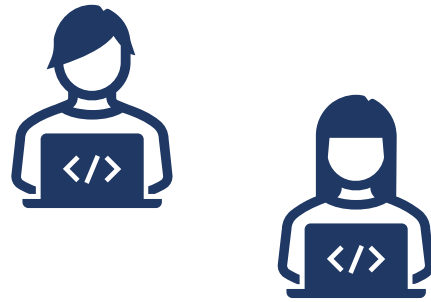
Messenger



Setup of LeoBot: Basics



System



2 people



**Human-based
script**



2 languages

Setup of LeoBot: Botbuilder

> Setting Name de	<input type="text" value="Wie heißt du mit Vornamen?"/>	
> Setting Name en	<input type="text" value="What's your first name?"/>	
> Setting - Token SMS de	<input type="text" value="Damit du alle Services uneingeschränkt nutzen kannst, verifizieren wir einmal deine"/>	
> Setting - Token SMS en	<input type="text" value="For you to be able to use all services, we need to verify your phone number. What is your phone"/>	
> Hauptmenü IVR de	<input type="text" value="Wie kann ich dir weiterhelfen, \$Meldervorname\$?"/>	
> Hauptmenü IVR en	<input type="text" value="How can I help you, \$Meldervorname\$?"/>	
> Hauptmenü Arzt de	<input type="text" value="Wie kann ich dir weiterhelfen, \$Meldervorname\$?"/>	

How can I help you, Sophia? ▼

abc Write "menu", to always get back here the main menu... 09:34

- Emergency message 📞
- Patient transport 🚑
- Health Consult 📞
- Doctor/Pharmacy 💊
- COVID-19 🦠
- Current 📞
- Further Services
Courses, Information,...
- Something else
Compliments, complaints, law,...

How can I help you,
\$Meldervorname\$?

abc Write "menu", to always get
back here the main menu...

↑↓	Emergency message 📞🚑🚒 (X)	→	Emergency message
	Button-Beschreibung (höchstens 72 Zeichen)		
↑↓	Patient transport 🚑 (X)	→	Patient transport
	Button-Beschreibung (höchstens 72 Zeichen)		
↑↓	Health Consult 📞 (X)	→	Health Consult
	Button-Beschreibung (höchstens 72 Zeichen)		
↑↓	Doctor/Pharmacy 💊 (X)	→	141
	Button-Beschreibung (höchstens 72 Zeichen)		
↑↓	COVID-19 🦠 (X)	→	COVID-19
	Button-Beschreibung (höchstens 72 Zeichen)		
↑↓	Current 📞 (X)	→	Current
	Button-Beschreibung (höchstens 72 Zeichen)		
↑↓	Further Services (X)	→	Further Services
	Courses, Information,...		
↑↓	Something else (X)	→	Something else
	Compliments, complaints, law,...		

▼ Hauptmenü IVR en

How can I help you, \$Meldervorname\$?

↑ ↓ emergency (X) → SYSTEM - Label "ALLG - außer Öffnungszeiten" (▼)

↑ ↓ ambulance (X)

↑ ↓ rescue (X)

↑ ↓ emergency message (X)

+ Nutzerfrage

↑ ↓ patient transport (X) → SYSTEM - Label "ALLG - außer Öffnungszeiten" (▼)

↑ ↓ transport to (X)

↑ ↓ transport to doctor (X)

LeoBot is currently sleeping... 😴 zzz
You can reach the patient transport service under the following numbers:

↑ ↓ 141 (X) → 141 Start en (▼)

↑ ↓ Doctor & Pharmacy 🍷 (X)

+ Nutzerfrage

↑ ↓ health consult (X) → SYSTEM - Label "ALLG - außer Öffnungszeiten" (▼)

↑ ↓ health advice (X)

↑ ↓ telephone health advice (X)

↑ ↓ telephone health service (X)

↑ ↓ 1450 (X)

↑ ↓ consultation (X)

↑ ↓ health consultation (X)

+ Nutzerfrage

LeoBot is currently sleeping... 😴 zzz
You can reach the health consultation by calling 📞 1450.

↑ ↓ COVID-19 (X) → Service Abschluss en (▼)

+ Nutzerfrage

The corona measures were lifted by the government on July 1st, 2023.
This means that Covid-19 is no longer a notifiable disease. Therefore, there are no

↑ ↓ Current (X) → Aktuelles en (▼)

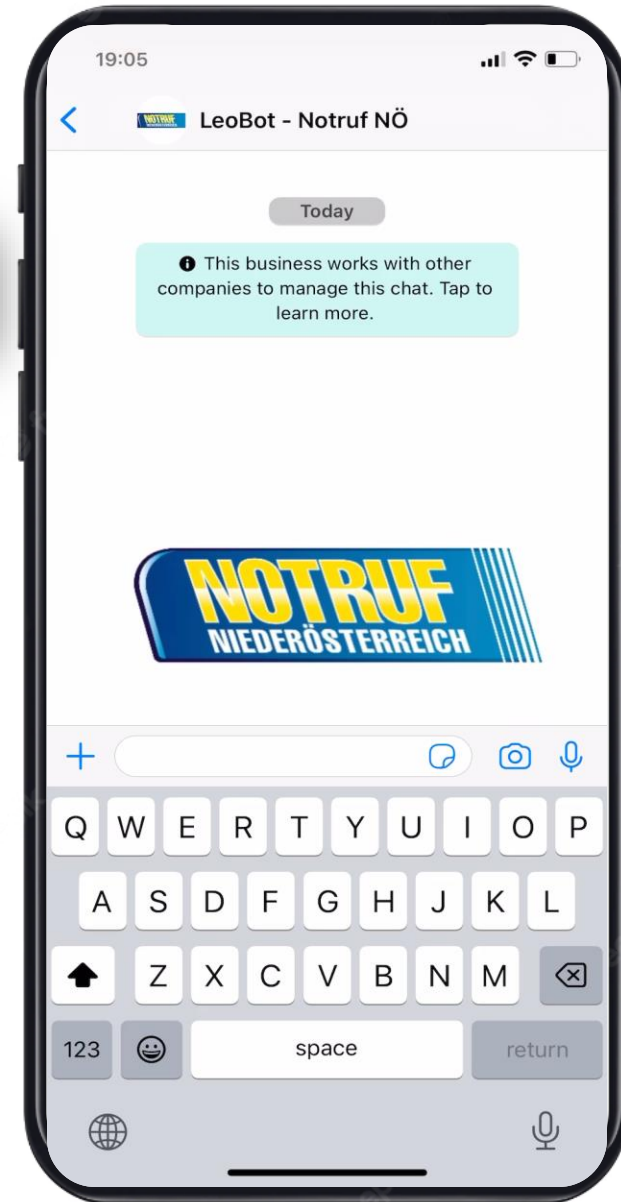
I need a pharmacy...

Services differ depending on messenger



Share my location works
through What'sApp

LeoBot can make use of
other apps



Setup of LeoBot



Research



**Details
controlled by
us**

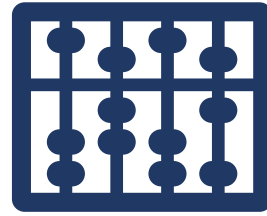


**Different
menus**



**Human
assistance**

**Call Center Agents
or
Emergency Medical
Dispatchers**



Evaluation



Training

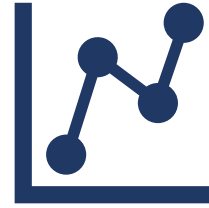


**Chat Room
Agents**



Spike through IVR

Chatbot numbers



Before IVR Message

1

**Year without
advertisement**

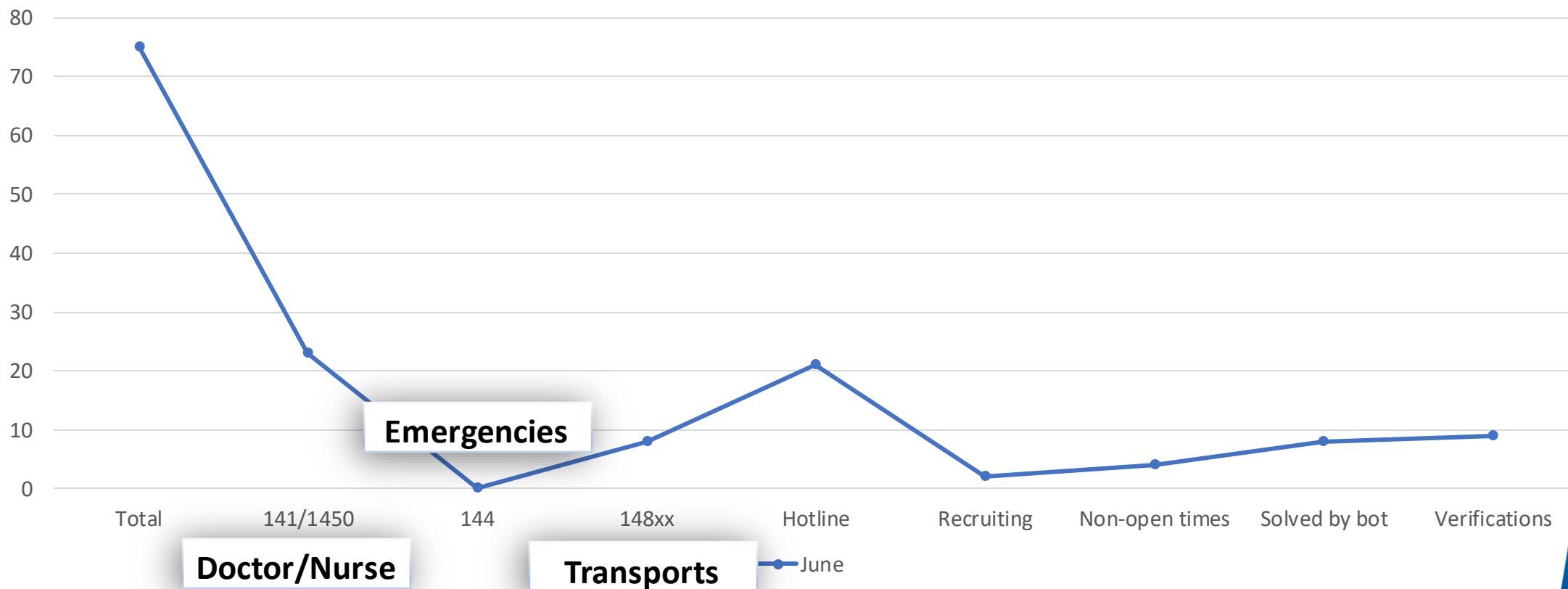
**Use public for testing
purpose**

**Find technical errors get
rid of them**

**Further develop system
with low user numbers**

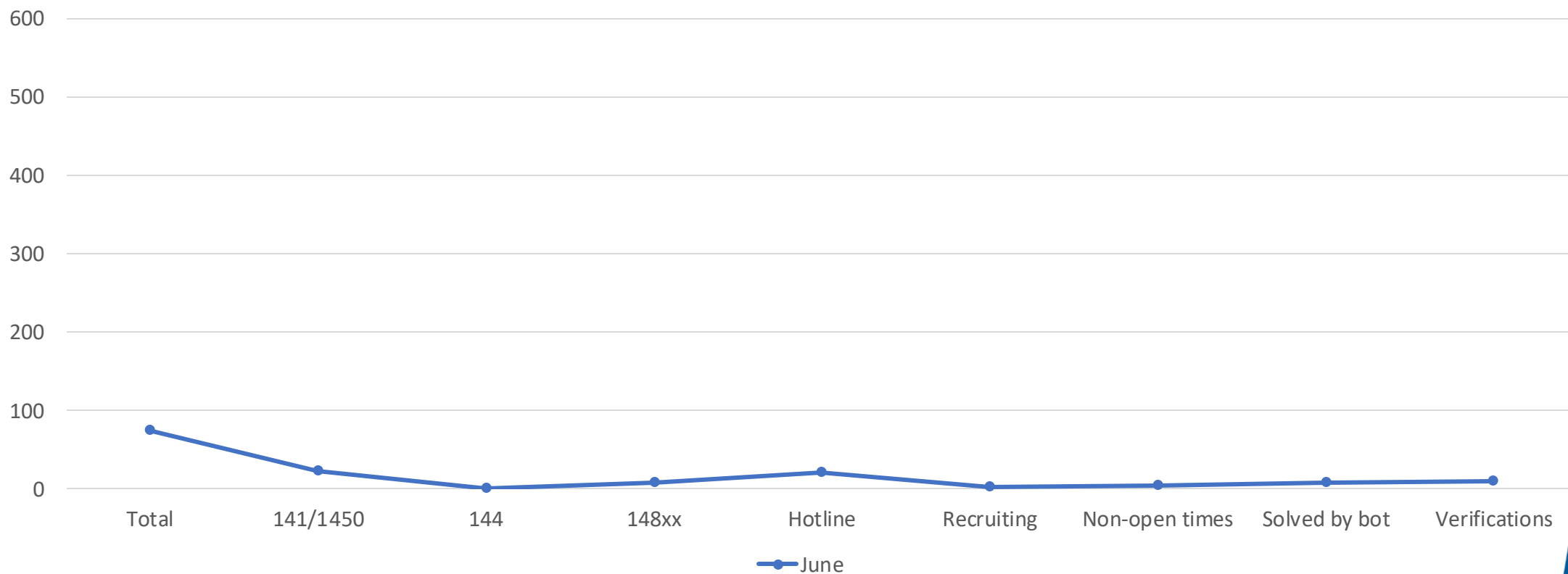
Before IVR

Chat numbers



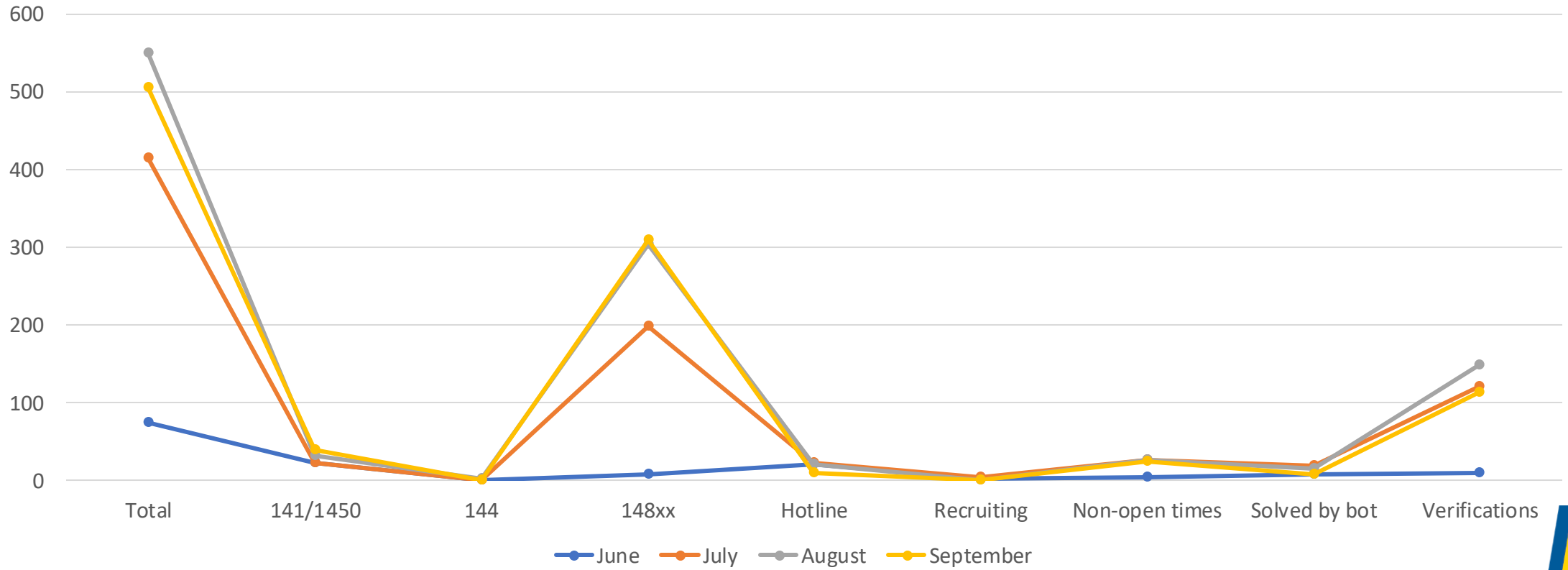
Before IVR

Chat numbers



After IVR

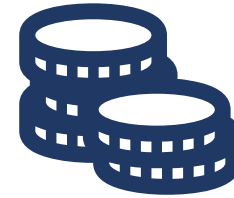
Chat numbers





Most used features

Time and money savers



1



**Patient
transportations**

More languages offered

**Copy code for faster
future input by users**

**Faster transfers into our
CAD by automation**

2



**Search for
pharmacies**

**Possibly one of the
biggest money savers**

Works in all of Austria

**Used frequently by
paramedics**

3



Hotlines

**Possibly one of the
biggest money savers**

**Referrals to other
agencies**

**Referrals to other
websites**



The future



Non-voice emergencies
Tips for your start

Possibilities



Of patients transported are under 60 years of age



Transportations per patient

Comparison

**Call Center
Agent**



**Chat Room
Agent**



Automation 2024

**Currently chat
room agents
transfer the data
into CAD**



**By 2024
information will
be transferred
automatically**

**Chat Room Agents to look over the data transfer.
Time-saving estimated at 90% of their time**

Visions

2024

**No more calls from
qualified personnel**

5 years

**Maximum reduction of
calls for general public**

Non-voice emergencies



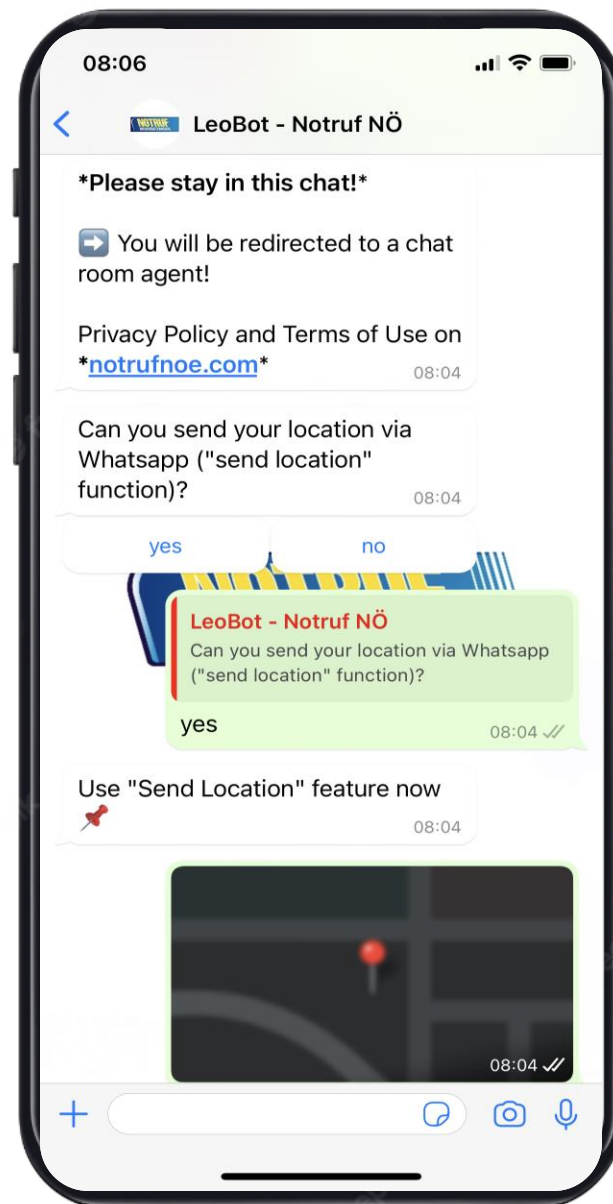
Precise location

Chat translation

“Can’t talk”



Strict rules of messenger services



Tips for your start

What and why

Include employees

**Research, research,
research**

Contact other PSAPs



Gameplan

Think ahead

Resources

Keep an open mind



Interested? Test LeoBot here!

