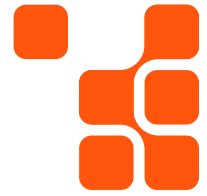


Unlocking Call Center Intelligence

AI-powered solutions for faster, smarter emergency response



Call centers are the critical first line of response for public safety. In the U.S., 911 call centers alone process over 240 million calls each year. Every call contains vital context—signs of distress, location clues, potential threats—that can reveal community risks, inform smarter decisions, and help allocate resources more effectively. However, most of that intelligence currently remains trapped in unstructured audio recordings.

Modern emergency response operations face growing pressure to do more with less—from fewer staff to tighter budgets—amid rising public expectations. Call centers require extensive post-call documentation and reporting, forcing dispatchers and operators to spend valuable time manually transcribing recordings and creating incident reports instead of handling live emergencies. Meanwhile, critical insights about community health patterns, repeat incidents, and emerging threats remain buried in audio files that are difficult to search or analyze. This limits an agency's ability to identify community-wide issues, coordinate resources efficiently, and ultimately serve residents.

To modernize effectively, agencies need unified data ingestion, real-time AI processing, and analytics-ready pipelines—all underpinned by trusted governance and compliance frameworks.

At a Glance

U.S. government call centers handle hundreds of millions of calls each year, yet most of the intelligence within those recordings remains locked in unstructured audio within legacy systems. As demands on emergency response teams grow, agencies need real-time insights to improve outcomes and serve communities more effectively.

Cloudera's data platform transforms raw call recordings into actionable intelligence, enabling agencies to harness AI, modernize operations, and deliver a faster, smarter emergency response. It's FedRAMP Moderate, GovRAMP Moderate, and certified TX-RAMP Level 2.

Cloudera augments your existing call center investments by providing new insights from call data. With it, agencies are accelerating response times, boosting workforce productivity, gaining community insights, and ensuring future-proof modernization while maintaining the highest security and compliance standards.

Empowering Government Call Centers with Real-Time Intelligence

The modern emergency response landscape demands more than reactive call handling. Cloudera's FedRAMP Moderate, GovRAMP Moderate, and TX-RAMP-certified solution transforms call recordings into AI-enriched insights delivered in real time—securely, automatically, and at scale.

Comprehensive call data orchestration. Government agencies use multiple systems for call routing, dispatch, and incident management. Cloudera provides a unified environment that securely ingests audio recordings from county 911 centers, transcribes calls, and enriches data with AI-powered classification, sentiment analysis, and risk scoring.

Real-time AI enrichment and searchability. Cloudera has rich partner integrations with services such as Amazon Transcribe and Amazon Bedrock, helping to automatically transcribe calls and extract insights like incident type, caller sentiment, risk priority, and suspected substances or threats. Using Cloudera Search powered by Apache Solr, every call transcript becomes instantly searchable by keywords. This lets supervisors and investigators retrieve critical information in seconds.

Scalable, cost-efficient data management. Cloudera's data and AI platform delivers the cloud experience anywhere, supporting petabyte-scale data lakes that grow with your agency's needs. Enriched data is stored in open table formats provided by Apache Iceberg on object storage, ensuring long-term efficiency, accessibility, and compliance readiness.

Delivering Measurable Results for Emergency Response

Faster response times. Capabilities like real-time transcription and AI enrichment automatically flag urgent risks like substance abuse, violence, or medical emergencies. Supervisors can then immediately escalate critical calls and improve emergency response through better prioritization and resource allocation.

Better workforce productivity. Automated transcription, classification, and summarization eliminate the manual paperwork that bogs down dispatchers and operators. This frees staff to focus on mission-critical response coordination while providing AI-generated summaries instead of lengthy call reviews.

Smarter community insights and stronger compliance. Agencies can identify emerging trends—such as rising mental health crises, repeat callers, and geographic hotspots—to support proactive coordination with public health and law enforcement. All call data is logged, searchable, and secured, meeting audit readiness and transparency requirements.

Future-proof modernization with advanced AI capabilities. Built on a runtime of over 30 open-source projects such as Apache Iceberg and Apache Spark, Cloudera supports petabyte-scale growth while mitigating the risk of vendor lock-in. This helps agencies modernize incrementally, integrating with existing systems while building toward comprehensive data-driven emergency response capabilities. You can develop custom large language models (LLMs) with Cloudera AI for your specific emergency response needs, from identifying caller distress patterns to automating resource allocation recommendations.

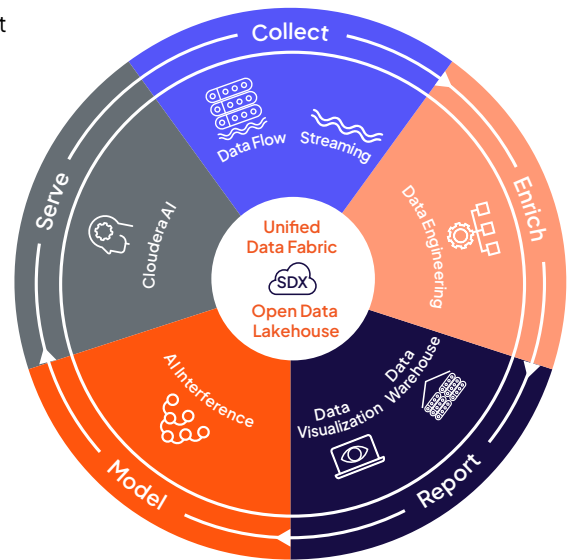


FIGURE 1: Cloudera Government Solutions enables real-time data ingestion, AI enrichment, and secure analytics—whether in clouds, on-premises, or at the edge.

The Future of Emergency Response

Government agencies across the country are increasingly investing in data and AI solutions to transform how they serve their communities. With Cloudera, call centers can automate routine documentation, quickly identify patterns that indicate emerging public health issues, and give dispatchers the tools they need to make faster, more informed decisions. Cloudera brings AI to your data anywhere it resides, and equips emergency responders with the real-time insights they need to help them do what they do best: protect and serve their communities.

Are you ready to modernize call center response?

Visit Cloudera to learn more and schedule an appointment today: cloudera.com/publicsector



GovRAMP



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Cloudera is the only data and AI platform company that large organizations trust to bring AI to their data anywhere it lives. Unlike other providers, Cloudera delivers a consistent cloud experience that converges public clouds, data centers, and the edge, leveraging a proven open-source foundation. As the pioneer in big data, Cloudera empowers the public sector to apply AI and assert control over 100% of their data, in all forms, delivering unified security, governance, and real-time predictive insights. Over 200 top global government agencies rely on Cloudera to transform decision-making and ultimately boost bottom lines, safeguard against threats, and save lives.

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