PRIORITY DISPATCH AISkillLAB

PRIORITY DISPATCH AI SkillLab, POWERED BY CALL SIMULATOR

Tap Into the Power of AI with On-Demand Emergency Call Training

Priority Dispatch® AI SkillLab™, Powered by Call Simulator™ is a powerful way to train both new Emergency Dispatchers and experienced calltakers alike. Using an AI-powered simulated caller, this exciting training module reduces the need for human-to-human role-play and helps Emergency Dispatchers gain valuable experience operating within ProQA, using IAED protocols, and improving their active listening skills. IAED approved simulated calls even count towards eight hours of CDE credit for your IAED recertification every two years.

Simply put, AI SkillLab is like a flight simulator for your agency. It helps to improve confidence and protocol proficiency and provides a way for your team to practice a variety of incident types—including high-acuity, low-frequency events—safely and without risk from behind a desktop.

HOW IS AI SkillLab DIFFERENT FROM TRADITIONAL ROLE-PLAYING?

Lower cost of training

Train from anywhere

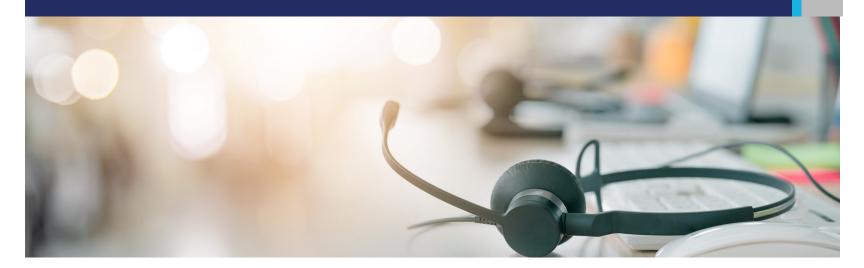Easily repeat complex scenarios

Vary caller personas

Automatically score each simulation

AI SkillLab SOLVES THESE 6 KEY PROBLEMS

Reduces expensive human role playing
AI SkillLab diminishes the need for trainers and other key staff to be present for role-play. Emergency Dispatchers can now practise speaking in real-time with a simulated caller to learn how to process calls within ProQA.

Exposes trainees to various emergency call situations
AI SkillLab delivers hundreds of emergency scenarios with realistic human callers, complete with a range of voices, ages, accents, and dialects—giving trainees the breadth of experience they need.

Makes practice possible anytime, anywhere
AI SkillLab's cloud-based software allows 24/7 on-demand training, so practise can happen anywhere there's a computer with an internet connection. Trainees and veterans no longer need to be at their workstation to hone their skills.

Allows unlimited practise of high-acuity, low-frequency calls
AI SkillLab aids in practising the most difficult type of event: the high-acuity, low-frequency call. Through simulation, an Emergency Dispatcher can practise over and over until success and confidence are achieved.

Provides structured feedback
AI SkillLab gives trainers the ability to quickly review performance and provide feedback on simulation response and specific event reactions—helping to determine what areas need more focus.

WHAT'S IN IT FOR ME?

Command Staff
Addresses the urgent need to retain Emergency Dispatch staff and provides an automated training tool with immediate user feedback.

Medical Directors
Provides reassurance that Emergency Dispatchers are practising specific incident types regularly that are clinically significant.

Emergency Dispatchers
Allows calltakers to experience success more quickly through targeted training that they can practise until they feel confident.