

TEXTBLUE

P O W E R E D B Y A G E N T 5 1 1

Maximize situational awareness.

Real-time text and multimedia from the mobile phone.

What we do

TEXTBLUE, powered by AGENT511, offers a hosted, managed platform for instantly acquiring text and multimedia messages from the public. The system runs stand alone or is integrated with CAD or computer telephony systems. When the mobile user contacts the PSAP or 311 contact center, he/she receives a text message to which he/she responds by attaching a text, picture, or video message. The message is displayed on screen, archived, and/or forwarded to first responders. The operator may continue text chatting with the mobile user. Text messages will soon be combined with the mobile user's location.

Imagine instantly getting multimedia crime tips, missing or wanted person pictures, incident reports, or requests for assistance right from the mobile phone.

Self-service support

It's 6:30 pm on Friday night and a resident finds a stray dog roaming the streets. Instead of calling 911, the resident text messages "northbrook stray dog at 123 main". The information is posted to the operator's screen—and can even be automatically forwarded to animal control. The AGENT511 mobile knowledgebase categorizes local content and offers it in a mobile-friendly format for self-service.

Solution benefits

- Richer information
- Evidentiary purposes
- Appeal to Gen X/Y
- Multilingual
- Hearing impaired
- Universal communications channel
- 24/7/365
- Location coming soon

Contact info

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