

# Every call tells a story. Hear all of it.

Real-time transcription and intelligent keyword alerting for 911 calls. Echo™ transcribes calls as they happen and alerts on critical keywords — using both literal matching and AI-powered semantic analysis. A new layer in your Kari's Law / Ray Baum's Act compliance stack. No separate platform, no extra hardware. Runs natively inside 9Line's SBC infrastructure.

## AT A GLANCE



### Live, not after-the-fact

Speech-to-text in real time as the call happens — nothing waits for the call to end.



### Two layers of detection

Literal matches at 100% confidence plus AI semantic analysis every 15 seconds.



### Native to 9Line

Runs inside the existing 9Line SBC infrastructure. No bolt-ons, no extra hardware.



### Stays in your environment

Recordings & transcripts stored in your environment. No third-party storage.

Medical Emergency

LIVE TRANSCRIPT CALL #4129

00:01 CALLER  
Hi, I need help — we have someone on the third floor who isn't feeling well. He's dizzy and says he can't catch his breath.

00:04 DISPATCH  
Okay, is he conscious? Can you tell me how old he is?

00:06 CALLER  
Yeah, he's awake. Mid-fifties maybe. He's holding his chest and he's sweating through his shirt.

00:11 CALLER  
He says it's going down his left arm and up into his jaw. We sat him down but he looks really pale.

< Keyword match "heart attack"

SEMANTIC · 92% · 00:11.3

## Key capabilities.



### Real-time transcription

Live speech-to-text as the call happens — not after it ends. Transcripts generate in real time so nothing gets lost.



### Dual keyword detection

Instant literal matching at 100% confidence plus AI-powered semantic analysis every 15 seconds — a caller says "gun," Echo™ catches "firearm" too.



### Instant alerting

Keyword match fires an alert with transcript snippet, timestamp, matched keyword, match type (literal or semantic), and confidence score.



### Secure recording & storage

Audio and transcripts stored securely at call end, organized by org and call record. No third-party storage — everything stays in your environment.



### Per-org control & permissions

Each org manages its own settings — enable or disable recording and transcription independently, manage up to 15 keywords, assign admin or viewer roles.

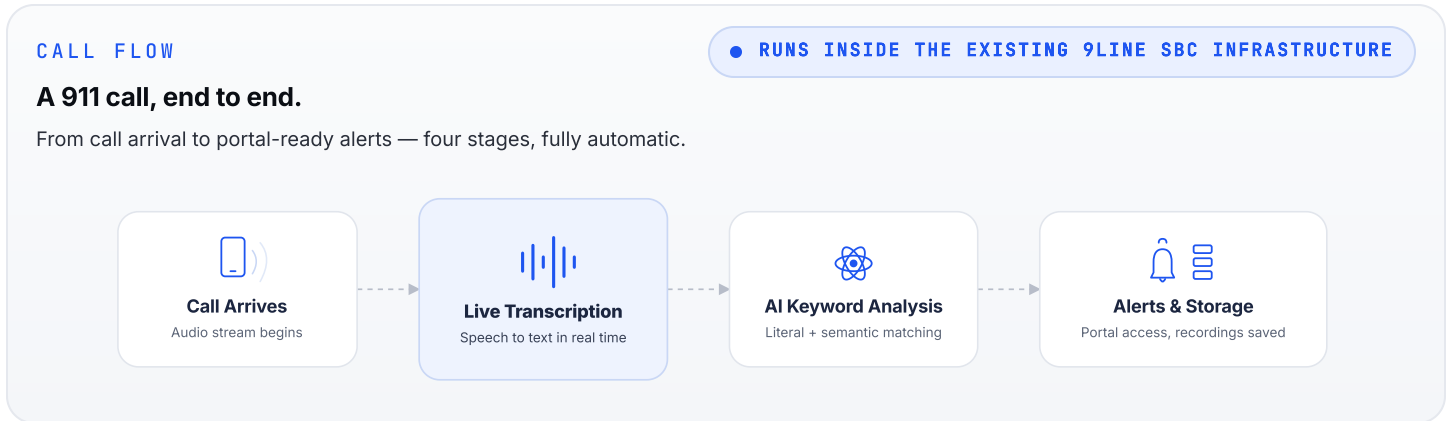


### Portal integration

Review transcripts, play back recordings, and manage keyword lists from the 9Line management portal. No separate tools needed.

# From call to insight — automatically.

Echo™ runs natively inside the existing 9Line SBC infrastructure. The audio stream is transcribed live, analyzed for keywords on two parallel paths, and surfaced as alerts with full context — all before the call ends.



## TWO LAYERS OF KEYWORD INTELLIGENCE

### Exact terms instantly. Meaning, too.

Literal matching catches exact terms instantly. AI-powered semantic analysis catches what exact wording alone would miss — so a caller who says "gun" also triggers "firearm," and someone describing chest pain and shortness of breath triggers "heart attack" at high confidence.

**LITERAL • 100%**

**Exact match, instantly.**  
Configured keywords matched against the live transcript as words appear. Zero delay, zero ambiguity, full confidence.

```

caller says "...pulled what looked like a firearm out of his trunk..."
→ matches "firearm" • literal • 100%
REASONING caller used a configured keyword verbatim
- exact match in the live transcript.
          
```

**SEMANTIC • EVERY 15S**

**Meaning, not just words.**  
AI-powered analysis runs across rolling transcript segments to surface intent — even when the literal keyword is never spoken.

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caller says "...he's clutching his chest, he's sweating really bad, and the pain's going down his arm..."
→ matches "heart attack" • semantic • 92%
REASONING caller describes classic heart-attack symptoms - chest pain, sweating, and pain radiating into the arm.
          
```

## SECURITY & COMPLIANCE

### Security-first by design.

Echo™ follows the same security and operational standards as the rest of the 9Line platform — designed to strengthen your Kari's Law / Ray Baum's Act compliance posture with every call.

**Encrypted & secure**  
AI analysis stays entirely within the 9Line environment through secure, encrypted endpoints. TLS for signaling, SRTP for media.

**Your infrastructure, your storage**  
Recordings and transcripts stored directly in your environment — organized by org and call record, following your existing security posture.

**Granular permissions**  
Admin and viewer roles keep configuration separate from read-only access. Control stays where it belongs.

LEARN MORE

**See Echo™ in action.**  
Visit the Echo™ page on the 9Line website to learn more, or talk through your environment with our team.

[9line.net/echo](https://9line.net/echo) →

[sales@9line.net](mailto:sales@9line.net) →

Echo™ is built on the same secure infrastructure as the rest of the 9Line platform. Feature behavior, capacity, and storage policies may evolve as the product matures. Confidence scores reflect model output and should not be treated as definitive determinations. Customers remain responsible for their own emergency response procedures and Kari's Law / Ray Baum's Act compliance posture.