

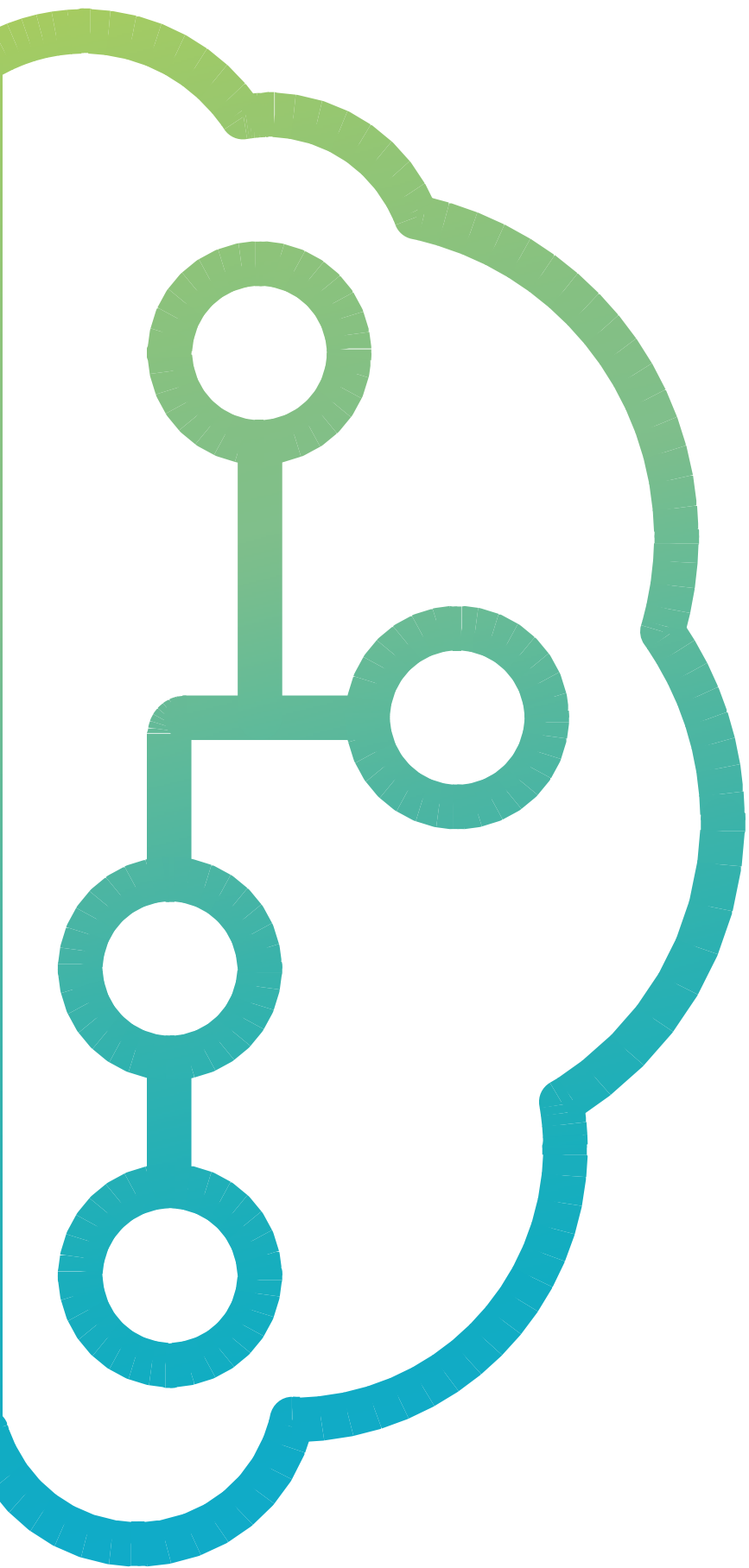
FROM IDEAS TO IMPACT

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# A PRACTICAL GUIDE TO AI IN PUBLIC SAFETY

How mission-driven agents, smart features and  
real-time awareness are changing the game →





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# Introduction:

## From possibility to practice

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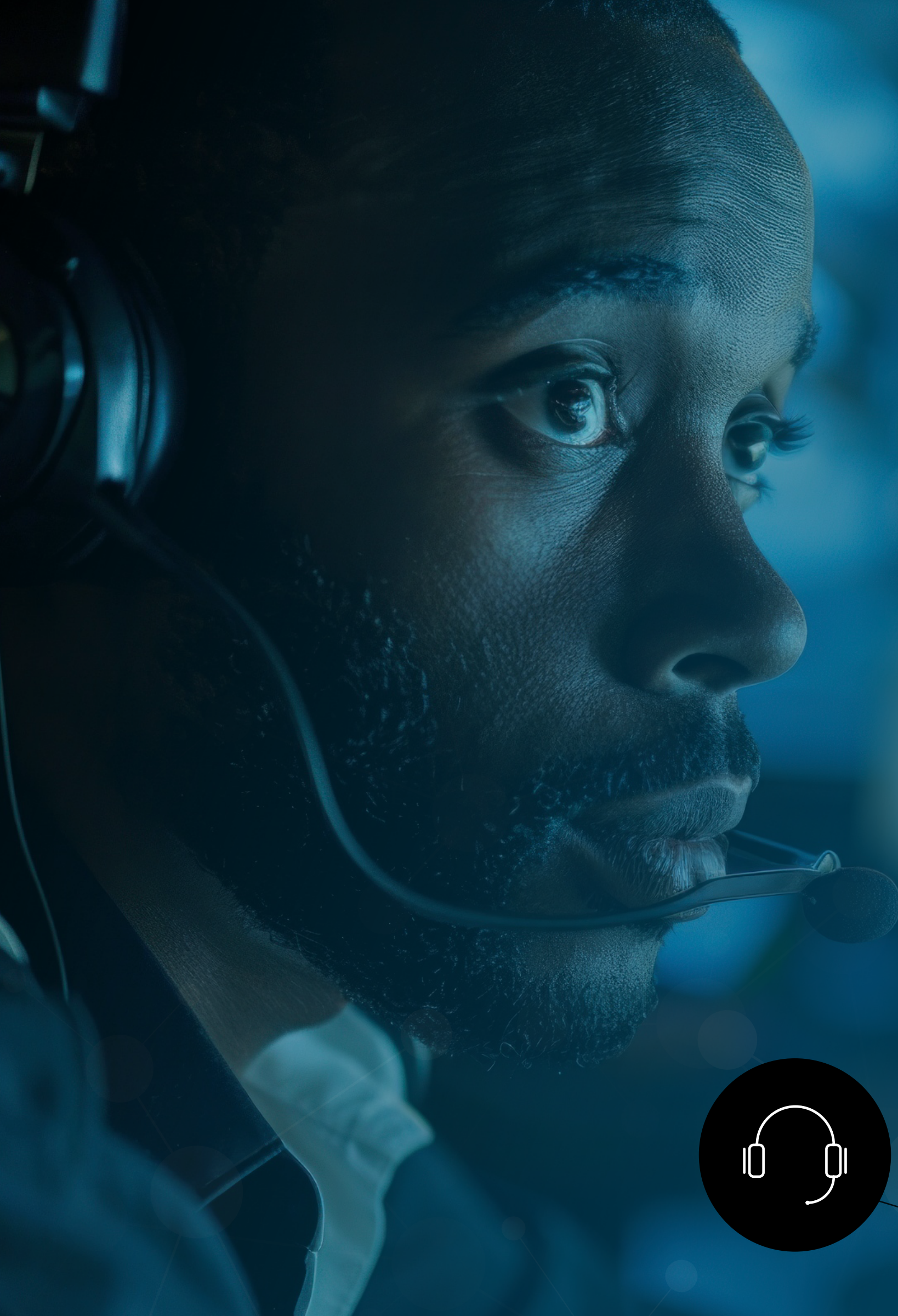
The first wave of excitement around artificial intelligence (AI) in public safety focused on what's possible. From real-time alerting to predictive analysis, AI promised to help agencies become faster, smarter and more efficient. In our [previous e-book](#), we explored the art of the possible — shedding light on how AI can transform public safety workflows and decisions.

Today, agencies are ready to take the next step. They're asking: *How do we actually start? What should we expect? And how do we scale AI responsibly across our operations?*

This guide answers those questions. It's a practical roadmap grounded in the real-world success of **Smart Advisor**, Hexagon's AI-powered assistant for **HxGN OnCall Dispatch** and **HxGN Connect**.

It also previews what's next, from Smart Summaries to generative AI-powered workflows. Our goal is simple: to help public safety professionals move from ideas to impact.





# Smart Advisor:

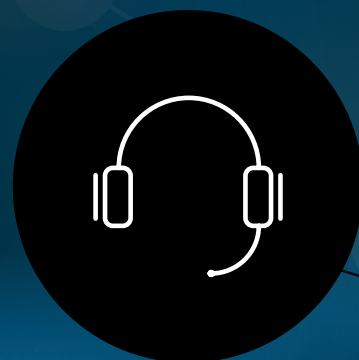
## Mission-driven AI, built for public safety

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Smart Advisor is an always-on assistant designed to support decision-making during complex or high-risk events. Integrated directly into the OnCall Dispatch and Connect platforms, it acts as a “blind spot detector,” uncovering insights that even experienced staff might miss.

At the heart of Smart Advisor are autonomous software agents. These agents run silently in the background, scanning both **structured** data (like call types, locations and times) and **unstructured** data (like dispatcher comments, free-text notes and supplemental files). When an agent detects something important, it notifies users with contextual, explainable alerts.

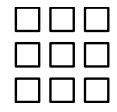
Admins define “missions” that align with agency priorities. Each mission acts as a set of conditions or objectives that one or more agents are assigned to monitor. Agencies can configure multiple missions, each designed to surface specific patterns or risks. These missions can be toggled on or off, adjusted over time and even targeted to notify specific groups of users — such as supervisors, analysts or command staff. Alerts appear seamlessly in the existing CAD user interface, giving operators insights without interrupting workflows.



## Examples of Smart Advisor agents



**Keyword Agent:** Detects critical keywords in real-time CAD notes



**Pattern Agent:** Flags structured patterns like phone numbers, emails, license plates



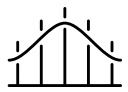
**Repeated Agent:** Identifies repeat calls from the same or nearby locations



**Similarity Agent:** Compares new events to prior ones for possible links



**Correlation Agent:** Tracks two operational variables over time



**Statistic Agent:** Identifies statistical outliers and anomalies



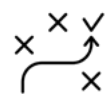
**Location Agent:** Flags clusters of events within a geographic area



**Rule Agent:** Fires alerts based on user-defined logical conditions



**Weather Agent:** Monitors public services for extreme conditions that may impact safety

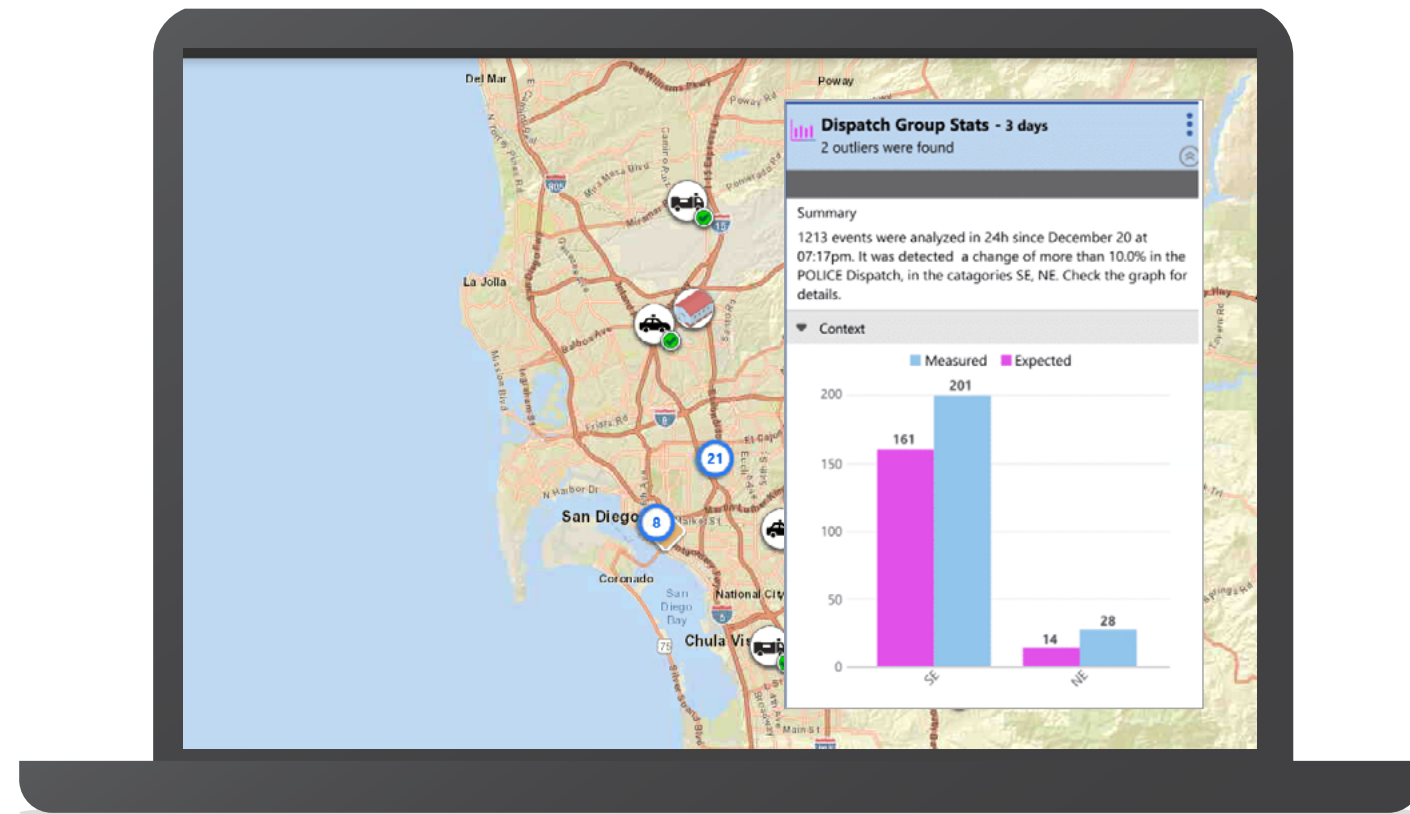


**Unit Agent Pack:** Detects idle or insufficient coverage in field units

The screenshot displays a Smart Advisor interface with a central map of Huntsville, AL. On the left, a sidebar shows event details for 'Allergic Reaction, Insect Stings' (ALLERGIC) at '2004 Country Club Ave NW, Huntsville, AL, 35816'. The main map area shows a red location pin and a 'Smart Advisor' notification: 'Keywords Covid found in event E27'. On the right, three alert notifications are shown: 'SIMILARITY DETECTED' (Similarities were found in the event E27), 'KEYWORD DETECTED' (Keywords Covid found in event E27), and another 'KEYWORD DETECTED' (Keywords Covid found in event E27) with a detailed context panel. The context panel includes: 'Keywords found in the context: "/>



Each alert includes a detailed context panel with related data, charts, maps and CAD remarks. These insights empower users to make quicker, smarter decisions — without sorting through irrelevant data. Over time, users can fine-tune which notifications they receive through configurable preferences and alert filtering.



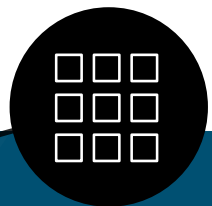
## Smart Advisor's benefits span the entire PSAP and beyond

- **Call-takers and dispatchers** gain confidence and speed, even under pressure
- **Supervisors** monitor unfolding emergencies with better visibility and less workload
- **Field command and analysts** see emerging patterns that would otherwise go undetected



*This isn't **future** talk — it's happening **today**.*

Admins define “missions” that align with agency priorities. Each mission acts as a set of conditions or objectives that one or more agents are assigned to monitor.





# Starting small:

## Smart rollouts and early wins

The most successful AI implementations don't start big — they start focused. We recommend a **crawl-walk-run** approach:

- **Crawl:** Deploy Smart Advisor to a small group of power users (e.g., dispatch supervisors, command staff, real-time crime center personnel)
- **Walk:** Choose 1–2 agents and assign 1–3 missions aligned to agency priorities (e.g., repeat offenders, suspicious activity, officer safety)
- **Run:** Expand access, refine alert criteria and scale to other roles or use cases

Smart Advisor is designed to support this kind of staged adoption. Users can choose the alerts they want to see, filter by agent type and adjust their preferences over time based on what's most relevant to their roles.

# Use case spotlights:

## Bringing AI to real workflows

AI isn't a monolith — it's most powerful when tailored to real operational roles. Here are just a few examples of how Smart Advisor is already changing the game.



### Command staff

- Surface patterns that inform strategic decisions (e.g., call clustering, anomaly detection)
- Stay in the loop without actively monitoring CAD data — receiving relevant alerts that matter most to leadership



### Dispatch supervisors

- Identify high-risk or repeat locations faster
- Monitor complex incidents as they evolve without manual digging



### Investigators

- Configure Smart Advisor to watch for specific suspect descriptions or MOs
- Get alerts when calls match partial criteria in real time



### Non-traditional CAD users

(e.g., chiefs, mayors' offices, emergency coordinators)

- Tap into the value of real-time CAD data without needing to be in the system 24/7
- Gain timely situational awareness for executive decision-making, public communication and interagency coordination
- Bring insights to the surface without adding technical complexity



### Crime analysts

- Gain visibility into agent alerts across time and space
- Use mission data for trend analysis or public reporting

# Smart Summaries:

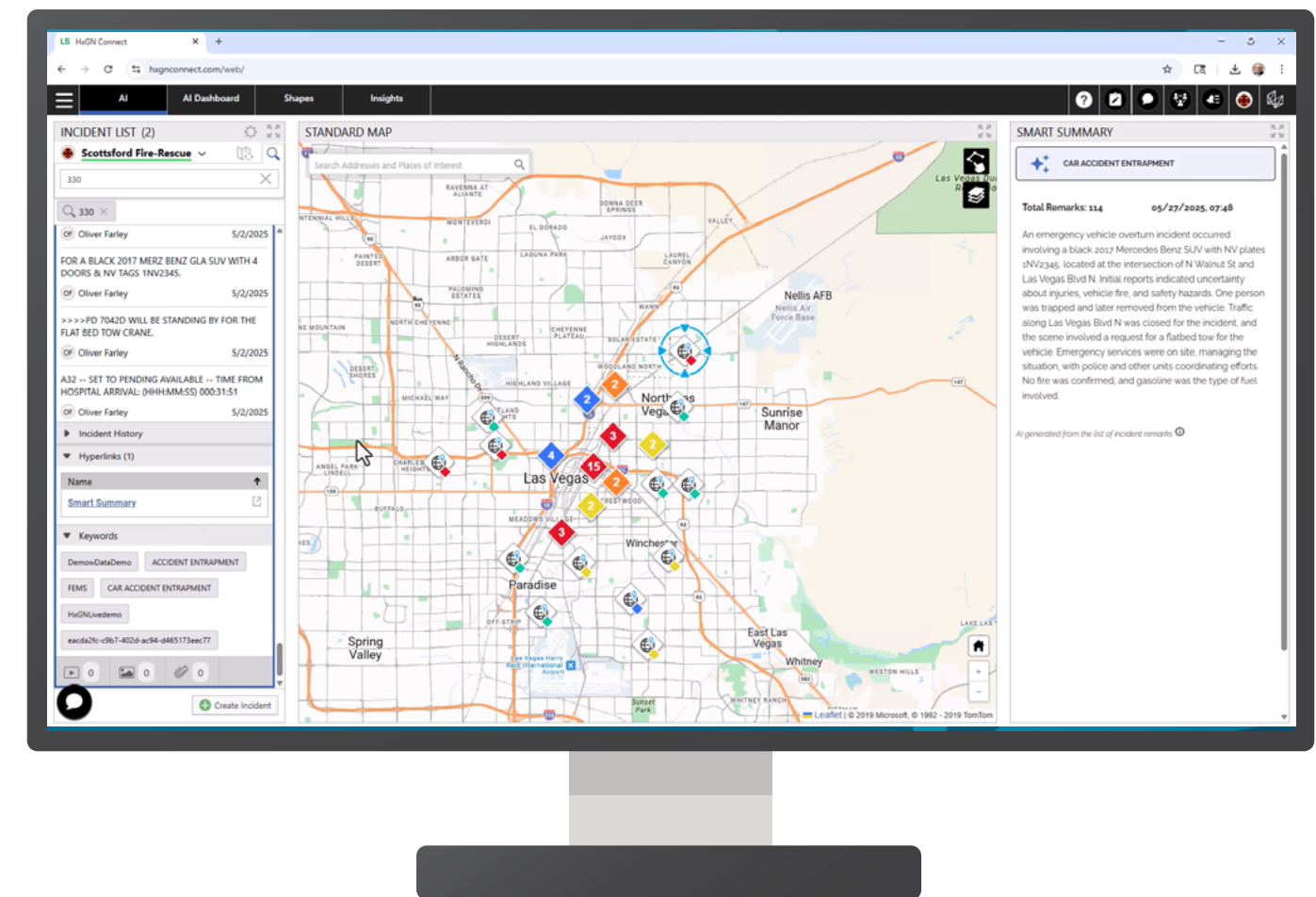
## Making sense of the narrative

One of the newest capabilities in the Connect platform is Smart Summaries. This feature uses AI to generate short, human-readable summaries of key incidents, drawing from free-text notes, supplemental info and structured data.

Smart Summaries are ideal for:

- Daily shift briefings
- Executive or command staff overviews
- Multiagency coordination
- Post-event reviews

By turning dense, scattered data into cohesive insights, Smart Summaries save time and improve understanding across roles.



# Laying the foundation:

## Data, integration and trust

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AI tools like Smart Advisor don't work in isolation. And in public safety, success doesn't hinge on what AI can do — it hinges on what it's working with. The quality and relevance of the inputs, the usability of the system and the trust your team places in the alerts all matter more than the algorithm behind them.

Success depends on:

- **Clean, connected data:** Structured and unstructured sources must be accessible in real time
- **Integrated platforms:** OnCall Dispatch and Connect provide the ecosystem for agents to operate effectively
- **Explainability:** Every alert shows its logic, source and confidence
- **User trust:** AI doesn't replace judgment — it enhances it

Agencies that succeed with AI build from a foundation of good data, focused missions and thoughtful user onboarding.





# The road ahead:

## Smarter interfaces, more powerful insights

Hexagon continues to invest in making AI more usable and impactful. Upcoming and planned capabilities include:

- **Smart Query:** Ask questions like, “Show me calls with weapons in the last 24 hours near downtown” with natural language search
- **Smart Shapes:** Automatically detect event clusters or high-risk zones on the map
- **Generative AI features (in development):** Streamline workflows, improve UX and assist with:
  - Narrative summarization
  - Pattern explanation
  - Mission setup guidance

These features are focused on making systems easier to use, faster to learn and more supportive in high-stress environments. Always assistive, never autonomous.



# Getting started:

## Your first 90 days with Smart Advisor

For agencies ready to begin, here's a simple launch path — outlined below as a checklist.

- ✓ **Define mission**  
Decide what you want to monitor / solve (repeat offenders, high-risk locations, mental health calls, officer safety, etc.)
- ✓ **Choose agent(s)**  
Match your mission to the right Smart Advisor agents (Keyword Agent, Similarity Agent, Location Agent, etc.)
- ✓ **Identify pilot group**  
Select small, focused group of tech-comfortable and operationally experienced users (e.g., dispatch supervisors, real-time crime center analysts, command staff)
- ✓ **Configure notifications**  
Set thresholds, filters, alert sensitivity and notification types; decide who sees what and how alerts are reviewed / acted on
- ✓ **Run controlled pilot**  
Launch 2-4 week mission with structured feedback collection; track what triggers alerts, how often they occur and if they're useful
- ✓ **Measure impact**  
Assess alert quality, decision speed and user feedback; look for early indicators of time saved, calls proactively flagged or errors prevented
- ✓ **Adjust based on feedback**  
Refine alert settings, retrain users if needed or rescope missions and consider whether to expand or iterate
- ✓ **Communicate results**  
Share early wins with leadership or across the agency to build support and credibility
- ✓ **Expand Smart Advisor access**  
Add new missions, agents or user groups and scale based on proven outcomes and readiness
- ✓ **Document lessons learned**  
Capture what worked, what didn't and how AI helped operational performance; use insights to support broader rollout or integration with Connect

This 90-day checklist can serve as a planning tool and talking point for leadership discussions, onboarding sessions or internal presentations.

# Your next 5 moves\*

## Making the case for AI

1

### Solve for X

Start by defining the core outcome you're solving for. What is "X" in your environment?

- Reducing call volume from chronic repeat callers?
- Shortening response times during multiagency events?
- Lowering dispatcher stress and reduce turnover?
- Empowering investigators to act faster?

When you know your X, Smart Advisor becomes the tool to reach it.

2

### Use the ITR Framework: Impact, time, resources

Factor	Key questions
Impact	How many personnel, residents or incidents will this affect? Will it improve outcomes or reduce risk?
Time	Can we get value in 90 days or less? (With Smart Advisor, yes.)
Resources	Can we start with our existing platform? (Yes. Smart Advisor is built into OnCall Dispatch and Connect.)

3

### Model the payoff

AI isn't just a technology investment. It's a force multiplier.

- Saving dispatchers 10 seconds per call across 1,000 weekly calls = 2.8 hours / day reclaimed
- Enabling real-time alerting for command staff = faster decisions, fewer blind spots
- Reducing new dispatcher ramp-up time by weeks or months

4

### Build champions

Start with trusted internal users — those who will give honest feedback and evangelize when the value is clear. They'll help drive adoption.

5

### Prepare to scale

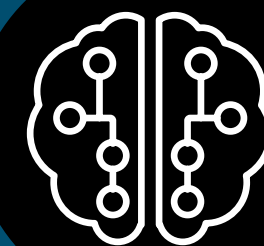
Design early missions with scalability in mind. As you gain confidence, you'll be able to apply Smart Advisor to more workflows, more users and eventually, more agencies.

# Imagine. Implement. *Impact.*

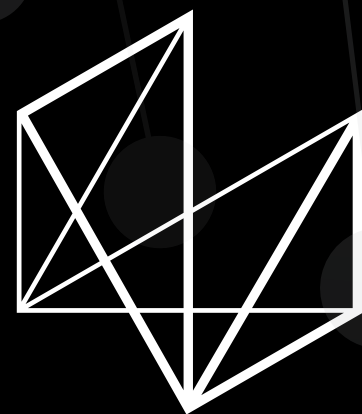
AI in public safety is no longer theoretical. With tools like Smart Advisor, agencies are already:

- Reducing workload and blind spots
- Empowering users with relevant, explainable alerts
- Improving outcomes for staff, responders and communities

Whether you're just beginning or ready to expand your use of AI, Hexagon is here to help. Let's build your first mission together — and reimagine what public safety can be.



Contact us →



# HEXAGON

Hexagon's Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world's critical services and infrastructure. We are the global leader in public safety solutions, helping protect 1 billion people. Building on our long-standing leadership in computer-aided dispatch, we provide an AI-enabled public safety platform for data collection, management, analysis, collaboration and response.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 24,800 employees in 50 countries and net sales of approximately 5.4bn EUR. Learn more at [hexagon.com](https://www.hexagon.com) and follow us @HexagonAB.

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