

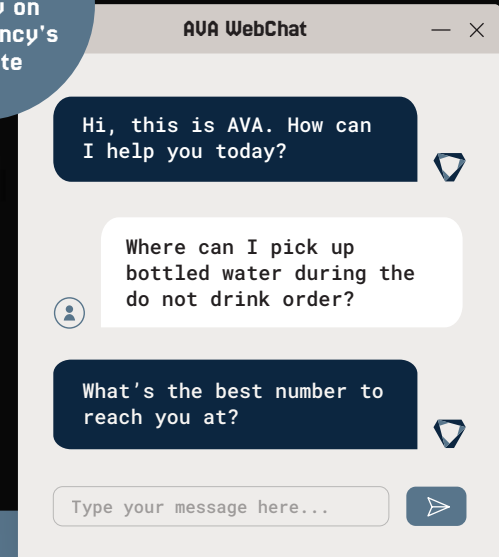
DIGITAL FIRST RESPONSE

AVA WebChat

Handle non-emergency reports online. Before they ever hit your lines.

Fewer calls. Less stress on the call floor.
Better service for your community.

Available
directly on
your agency's
website



The problem

Most community members don't know your non-emergency number. They Google it, hit your site, and call because that's the only option you give them. That leads to:

- ✗ Jammed phone lines
- ✗ Overburdened telecommunicators
- ✗ A frustrating experience for the public

How AVA helps

AVA chats on the web in the same manner she does on the phone. Residents who might have called can get what they need without picking up the phone:

- ✓ File non-emergency reports
- ✓ Get routed to the right department (e.g., jail, animal control, coroner)
- ✓ Receive instant answer in 54+ languages

How it works

01

A resident visits
your website

02

A chat widget with
AVA appears

03

AVA collects info, routes
the request, and creates
calls for service

04

If anything urgent is
flagged, callers are
directed to call 911



TO LEARN MORE
visit aurelian.com

Aurelian builds AI solutions that
automate non-emergency calls, allowing
dispatchers to focus on emergencies.