

Screen 1

“Immediately connect with the needed emergency service”

Call Chat

Your location

Call 112

Police Ambulance Fire brigade

Screen 2

“Accessible if you have trouble speaking or hearing”

Communication

If you have any trouble speaking or hearing, the control room officer can open a chat window. Please let us know below whether you have trouble speaking or hearing.

Communicative disability

Yes

Next

Screen 3

“Real time chat initiated by the control room officer”

Call Chat

“Good afternoon, how can I help you?”

“Hello, there’s an intruder in my house. Please send an officer.”

“Of course. Is your location 10.2.e”

“Yes, that’s correct. I’m upstairs and I can hear them downstairs. There’s two people.”

“Okay. Please, stay calm. Help is on the way. I will stay here in the meantime.”

“Thank you.”

Message...

Screen 4

“Chat with the control room in your native language”

Call Chat

Vertaling bovenste bericht zo mogelijk aanpassen: Do you or your mother know this person?

Message...

Screen 5

“Share pictures or videos with the control room”

Call

Chat

Share file

“Yes of course. This is the picture. You can see the offender on the left.”

“Thank you, this is very useful. We’ve shared the description of the offender with officers nearby.”

Message...