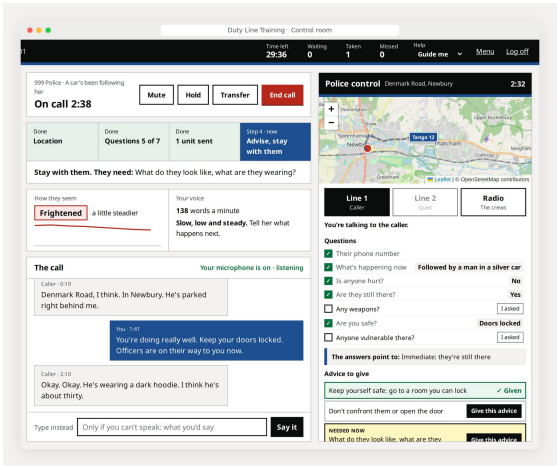


PRODUCT OVERVIEW

Call handlers rehearse the calls that carry the most risk, before they take them for real.

Duty Line Training Systems is a rehearsal platform for 999 and 101 control rooms, crisis lines and helplines. Trainees take whole shifts of realistic calls; supervisors assess readiness on evidence; your organisation keeps control of its data.



What trainees practise

A shift, not a single call

Calls queue on several lines against answer targets. Hold one caller to take another; silent 999s, pocket dials, hoaxes and major incidents.

999 with live dispatch

A rough area from the phone, not an address: search what the caller says and read it back. The questions that set the grade; units on real roads; advice while help travels, including CPR.

Crisis and support lines

The call sheet fills itself in from what the caller says. Trigger words raise action cards; the checklist keeps safety in view; the right numbers to give.

Text and webchat

Slow replies, typos and one-word answers, with a spelling check before sending and suggested replies when a trainee is stuck.

How the caller feels

The caller's state through the call and the moments that changed it, beside the trainee's own pace and each time they talked over the caller.

Help that steps back

Step-by-step guidance for new starters, a lighter touch as they grow, none for assessment. Full feedback after every call.

Three modules

DLTS Voice Module	DLTS Scenario Simulation	DLTS Full Rehearsal
- Natural voices for every caller: age, gender, regional accent - Emotion that follows the call - Callers from your own area; callers who let the trainee lead - Transcription that knows your service's words and local places; engines that can run on your own servers	- Hundreds of ready-made callers for 999 and 101, crisis lines, Childline-style lines and specialist helplines - Control room shifts with queues, hold, quick calls and major incidents - Live police, ambulance and fire dispatch on real maps - Text and webchat; face-to-face scenes; difficulty levels	- Both modules, plus supervision, assessment, wellbeing and authoring - Cohort view, assignments and sign-off on evidence - Feedback after every call; three levels of help - Wellbeing check-ins private to each trainee; a scenario builder

How a rehearsal works

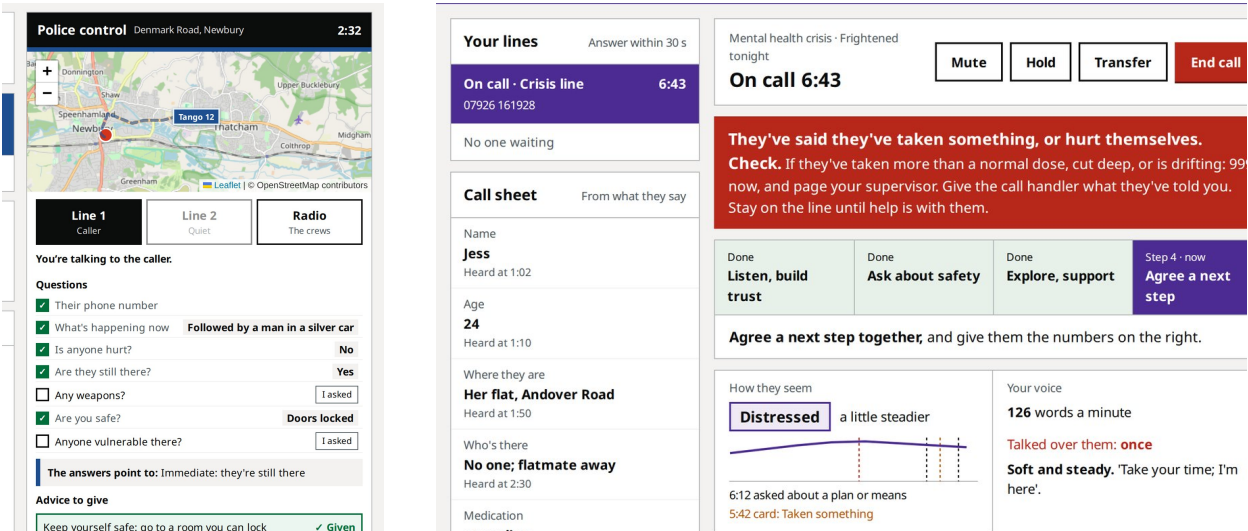
- 1 Assign

A supervisor assigns a caller or a shift to a cohort, or a trainee chooses from the library.
- 2 Rehearse

A single call or a whole shift, by voice, video or text. The caller responds to what is said and how it is said.
- 3 Review

The write-up is started for them. The review shows how the caller felt, the moments that mattered and what to practise next.
- 4 Sign off

Supervisors see the cohort in one view and sign off readiness on the evidence.



Left: the police control board, location confirmed and a unit on its way. Right: a crisis line call with the call sheet, an alert and an action card.

Evidence you can stand behind

- Every practice keeps a record: what was said and when, the questions asked, how the caller responded, what went well and what was missed
- Checklists for each caller and each service; timed safety and risk questions; the grade set against the caller's answers; the advice given
- Shift measures against real targets: 999 calls answered within 10 seconds, abandoned calls, time to location
- Recordings only with the trainee's consent, deleted automatically after a period you set (365 days unless you change it)

Deployment

DLTS runs on infrastructure you control: your own server or a cloud account in your name. Caller voices and transcription can use cloud services (ElevenLabs, OpenAI) or engines that run entirely on your own servers (Chatterbox voices, Whisper transcription). Care AI plays the callers and gives the feedback; a monthly budget can cap its cost. The Security and data overview sets out exactly what goes where.

Working with us

- Discovery

How your service trains today, which calls matter most, what IT and information governance need.
- Pilot

A defined cohort, your scenarios alongside ours, agreed measures of success.
- Rollout

Deployment on your infrastructure, supervisor training, scenario authoring support.
- Support

Ongoing support, updates as capability grows, a named contact.

Book a demonstration with your own scenarios: a live shift, the review tools and the supervisor view. [SALES EMAIL] · [SALES TELEPHONE]