

RescueLine AI

AI-Powered Emergency Call Triage System

Saving Lives During Disasters

The Problem

During natural disasters, emergency helplines become **overwhelmed**

- **Call volume spikes** 10-50x normal capacity
- **Long wait times** → delayed response to critical emergencies
- **Human dispatchers** cannot scale instantly
- **Life-threatening cases** may wait behind non-urgent calls

Our Solution

RescueLine AI uses conversational AI to instantly triage every incoming call

1. **AI Voice Agent** answers immediately (zero wait time)
2. **Natural conversation** assesses urgency, location, injuries
3. **Smart routing:**
 - P0/P1 (critical) → Human dispatcher
 - P2/P3 (non-urgent) → Waitlist with safety guidance

Priority System

Priority	Type	Response
P0 	Life-threatening	Human transfer
P1 	Urgent	Human transfer
P2 	Semi-urgent	Waitlist
P3 	Non-urgent	Waitlist

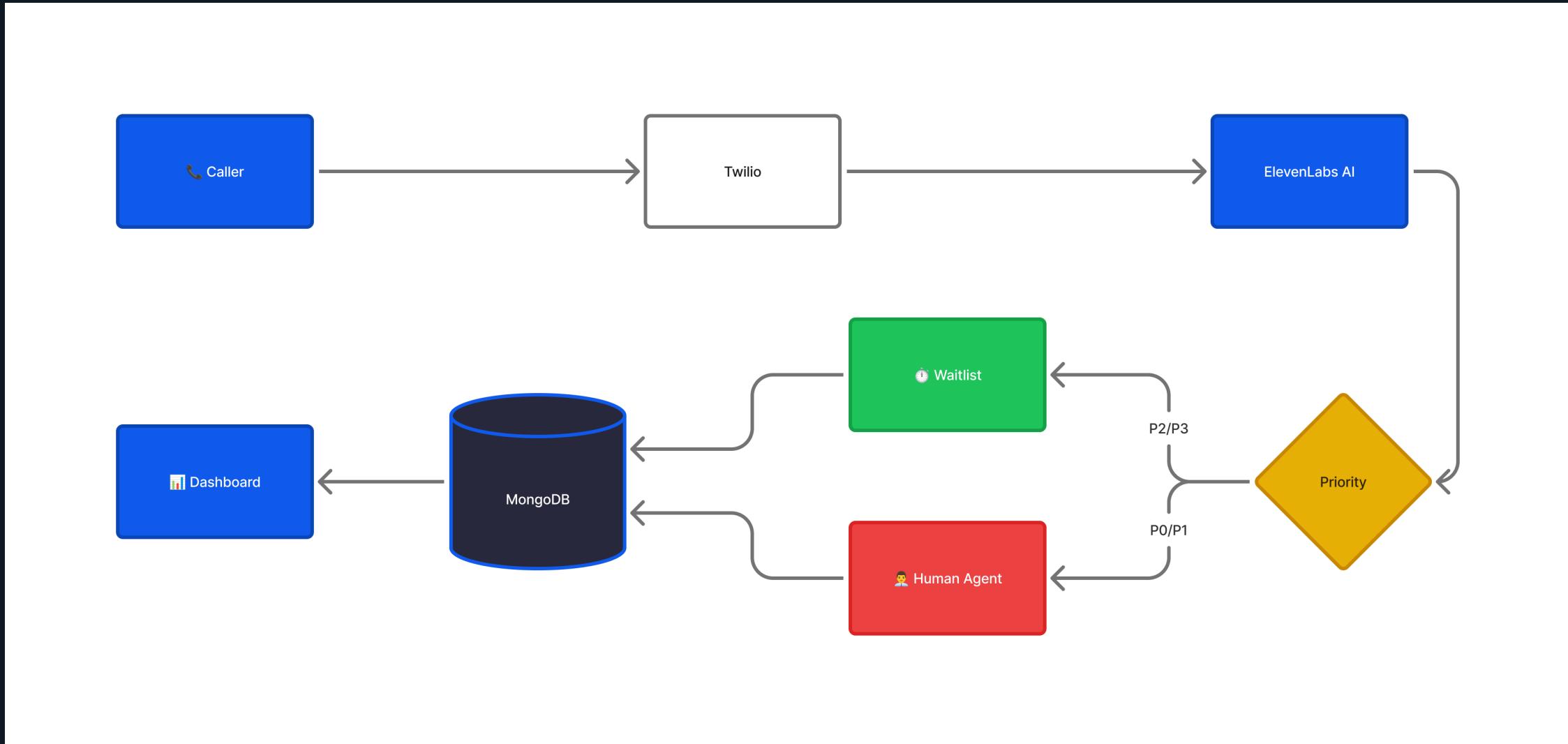
AI makes priority decisions in **under 30 seconds**

Live Dashboard

Real-time command center for emergency dispatchers

- **2-column Kanban board**: Waitlist | Human Agent
- **WebSocket updates**: New calls appear instantly
- **Manual override**: "Assign to Agent" button for waitlist escalation
- **MongoDB change streams**: Zero-latency data synchronization

System Architecture



Tech Stack

Frontend

- React + Tailwind CSS
- WebSocket for real-time updates

Backend

- Node.js/Express + MongoDB Atlas
- MongoDB change streams for instant updates

AI/Voice

- ElevenLabs conversational AI
- Twilio telephony

Key Features

-  **Zero wait time** - AI answers instantly
-  **Accurate triage** - Natural language understanding
-  **Scales infinitely** - AI handles unlimited concurrent calls
-  **Real-time dashboard** - Dispatchers see everything live
-  **Manual control** - Override AI decisions when needed
-  **Persistent data** - All calls logged in MongoDB

Impact

During a disaster affecting 10,000 people:

- Traditional system: 9,900+ people waiting
- RescueLine AI: **0 people waiting**

Only critical cases (P0/P1) reach human dispatchers

All non-critical cases managed by AI with safety guidance

Demo

Live Dashboard

- Cards update in real-time as calls come in
- Manual assignment moves calls between columns
- Priority-based color coding (red/orange/yellow/green)
- Full call details: location, summary, timestamp

Try it: Call the demo number to see AI triage in action

Thank You

