



# FieldCommFusion

Real-time Multilingual  
Voice Communication for  
Mission-Critical Operations



Capgemini 

## Enabling instant multilingual communication and reporting in critical situations

The **FieldCommFusion** service deploys AI-powered, real-time voice translation directly into the MCX platform. This enables all agents on a group call to communicate accurately and seamlessly during mission-critical operations—regardless of the language they speak.

Designed for, among others, public safety, defense and critical infrastructure, the service allows multilingual teams to communicate instantly without interrupting their voice communications. This preserves operational fluidity, coordination and safety in high-pressure situations.

**FieldCommFusion** seamlessly embeds trusted and reliable multilingual MC-voice communications into existing operational workflows. It leverages AI across the entire communication lifecycle, delivering real-time, language-specific voice transcription and multilingual translation. The solution also records exchanges and makes them traceable, supporting real-time supervision, post-mission analysis, and on-demand reporting. This makes it suitable for large-scale operations with a high number of users.

The solution is fully deployed on-premises within the operational infrastructure. This ensures full control of data, low latency and compliance with the highest security constraints, with no reliance on public cloud services.

### Key features

#### Multilingual communication:



- AI-powered real-time multilingual voice translation, with automatic user language detection, enabling seamless exchanges between group call users speaking different languages
- Native integration with MCX platform for MCVoice communication

#### Instant clarity:



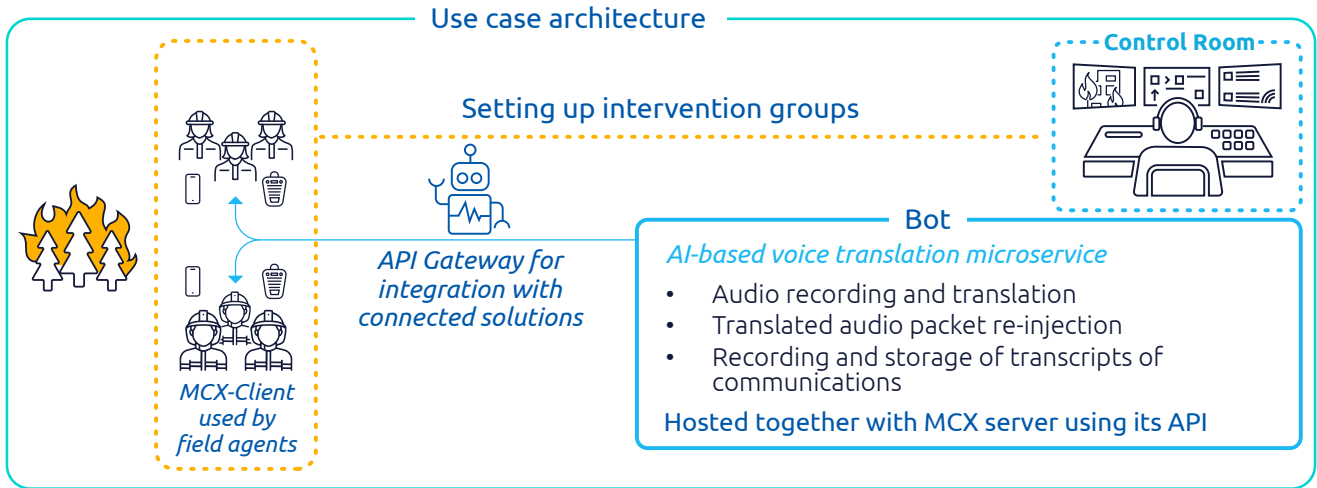
- Instant MCVoice capture and re-injection within ongoing MCX group communications
- Real-time speech-to-text for immediate understanding
- Context-aware AI translation, via a dictionary of technical terms, optimized for operational and emergency environments

#### Traceability & reporting:



- Dispatcher access to live communications, including original and translated transcripts
- Conversation archiving by language with agentic AI to track missions
- On-demand report generation to support post-mission analysis and accountability with GenAI

## Solution architecture & operations



## How it works in practice

**FieldCommFusion processes voice communications in real time within the MCX platform.** Within a group, it converts users' spoken language into translated audio and text to other users, while preserving the performance, security and priority of mission-critical communications.

## Sample workflow in public safety



## Summary of benefits

- Instant multilingual voice communication to facilitate exchanges between users, within a group or between different groups, speaking different languages
- Fully on-premise solution, with all AI processing hosted locally and no dependency on public cloud services
- Automated transcription and on-demand reporting to support supervision, traceability and post-mission analysis

## To find out more, get in touch



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