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SoundThinking Announces General Availability of SafetySmart® Field Agent to All ShotSpotter Customers

AI-powered assistant helps public safety professionals turn complex operational data into faster insights and better-informed decisions

ORLANDO, Fla., Oct. 23, 2026 (GLOBE NEWSWIRE) -- SoundThinking, Inc. (Nasdaq: SSTI), a leading public safety technology provider, today announced the general availability of SafetySmart® Field Agent to all ShotSpotter agencies, marking the transition from the beta program announced in June to broader commercial availability. SoundThinking is making Field Agent available to ShotSpotter agencies at no additional charge for up to 20 users per agency during the first year.

Introduced earlier this year with more than 20 beta agencies, Field Agent helps public safety personnel turn operational information into actionable insights without overburdening limited analyst resources. Using natural-language questions, personnel can analyze ShotSpotter data, identify trends, and generate maps, charts, incident summaries and draft briefings. By combining analysis and reporting in a single conversational experience, Field Agent reduces manual tasks and helps personnel across the agency make better-informed operational decisions.

“Field Agent represents a new way for public safety professionals to put ShotSpotter intelligence to work,” said Ralph Clark, President and CEO of SoundThinking. “By making it easier to analyze gunfire activity, uncover patterns and generate actionable insights, we’re helping agencies make faster, better-informed decisions. And as we expand Field Agent to additional sources of operational data, we see even greater opportunities to bring the power of AI into everyday public safety operations.”

The potential applications extend across agency operations. For example, a police chief responding to questions from city leadership could ask Field Agent how gunfire activity has changed over the past month and receive charts and maps highlighting relevant trends. Similarly, a supervisor preparing for an upcoming shift could request a summary of recent gunfire incidents in a specific patrol area, including locations and time-of-day patterns, to help inform operational planning and deployment decisions.

SoundThinking is also developing Field Agent Skills, a new capability that will allow agencies to create reusable instructions for recurring tasks, such as preparing shift briefings and summarizing incident activity, saving time and improving consistency.

“Field Agent is helping us get more value from information we already have,” said Detective Lucas Roethlisberger, Intelligence Unit / Crime Gun Intelligence Center, St. Louis Metropolitan Police Department. “Instead of waiting for someone to pull data and build an

analysis, our team can ask questions directly, identify patterns, and get useful insights much faster. What's especially exciting is the potential to bring more of our operational data into that experience, giving our people a more complete picture to support better-informed decisions."

Looking ahead, SoundThinking is expanding the types of information Field Agent can use to support operational decision-making. The company is testing additional agency data sources, including computer-aided dispatch (CAD) and records management system (RMS) information, while enabling agencies to incorporate relevant information through documents and spreadsheets.

SoundThinking is also developing integration with CrimeTracer, its law enforcement search engine, which will extend Field Agent's capabilities to additional investigative and criminal justice information and create opportunities to bring AI-powered decision support to CrimeTracer's extensive network of over 2,100 agencies. Beta availability is planned for November, with general availability targeted for early 2027.

As Field Agent expands across additional agency data sources, responsible AI remains foundational to its design. Human review and decision-making remain central to the workflow: the technology can accelerate searching, synthesis and analysis, but interpretation, validation and operational or investigative decisions remain with authorized personnel.

ShotSpotter agencies can contact their Customer Success Director or email support@soundthinking.com to activate Field Agent access. Attendees at the International Association of Chiefs of Police (IACP) Annual Conference and Exposition in Orlando, Fla., can see a demonstration at Booth 1109 during the exposition, Oct. 25–27, 2026.

Forward-Looking Statements

This press release contains "forward-looking statements" within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995, including but not limited to, statements regarding the potential application and effectiveness of Field Agent and the timing of availability of Field Agent's integration with CrimeTracer. Words such as "expect," "anticipate," "should," "believe," "target," "project," "goals," "estimate," "potential," "predict," "may," "will," "could," "intend," or variations of these terms or the negative of these terms and similar expressions are intended to identify these forward-looking statements. Forward-looking statements are subject to a number of risks and uncertainties, many of which involve factors or circumstances that are beyond the company's control. The company's actual results could differ materially from those stated or implied in forward-looking statements due to a number of factors, including but not limited to: the effect of the announcement of the potential acquisition of the company on the company's business relationships, including with partners, customers and employees; the diversion of the company's management's time and attention from ongoing business operations and opportunities; the impact of global macroeconomic conditions on the company's business; as well as other risk factors included in the company's most recent annual report on Form 10-K and other SEC filings. These forward-looking statements are made as of the date of this press release and are based on current expectations, estimates, forecasts and projections as well as the beliefs and assumptions of management. Except as required by law, the company undertakes no duty or obligation to update any forward-looking statements

contained in this press release as a result of new information, future events or changes in its expectations.

About SoundThinking

SoundThinking, Inc. (Nasdaq: SSTI) is a leading public safety technology company that delivers AI- and data-driven solutions for law enforcement, civic leadership, and security professionals. SoundThinking is trusted by approximately 300 customers and supports approximately 2,100 agencies to drive more efficient, effective, and equitable public safety outcomes. The company's SafetySmart® platform includes ShotSpotter®, the leading acoustic gunshot detection system; CrimeTracer™, the leading law enforcement search engine; SafePointe®, an AI-based weapons detection system; PlateRanger™ (powered by Rekor®), a leading ALPR solution; and Field Agent, an AI layer that transforms public safety data into actionable intelligence. SoundThinking has been designated a Great Place to Work® Company.

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