



## ABOUT NICE SYSTEMS

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. [www.nice.com](http://www.nice.com).

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# **NICE INFORM QUALITY ASSURANCE SOLUTION FOR PUBLIC SAFETY**

Helping ensure optimal PSAP performance

# THE ONLY SOLUTION THAT PROVIDES COMPLETE INCIDENT INFORMATION MANAGEMENT

## NICE QUALITY ASSURANCE FOR PUBLIC SAFETY

### THE IMPORTANCE OF CONTINUAL IMPROVEMENT

From the moment a public safety call taker answers a call their response and subsequent actions has the ability to significantly impact lives. The first point of contact in an emergency situation, professional call takers are tasked with initiating the dispatch of first responders as they extract critical and accurate information in extreme situations.

The role of the call taker requires professionalism and a defined personal skill set. It also requires ongoing training and access to knowledge to help ensure that every response is the most effective. NICE Inform Quality Assurance Solution monitors performance, identifies knowledge gaps and training opportunities for the continual improvement of your organization.

### COMPLETE INCIDENT MONITORING

Compliant with NG9-1-1, NICE Inform captures, records and manages all incident-related information from every source including telephony calls, radio communications, screen recording information, GIS, CAD screens and other medias such as video, SMS messages, images and more. It integrates all of the multimedia data from various capture platforms into one comprehensive incident timeline. This creates a complete 360-degree view of an incident, including call takers' responses and actions down to the keystroke.

Armed with complete incident information, supervisors are able to evaluate not only a single call, but also an entire incident with Inform Quality Assurance. With this capability, management can gain substantially more insight about the incident handling process; identify best practices and areas requiring attention and improvement. It also provides operators with self-evaluation tools to help them monitor their own performance with immediate feedback.

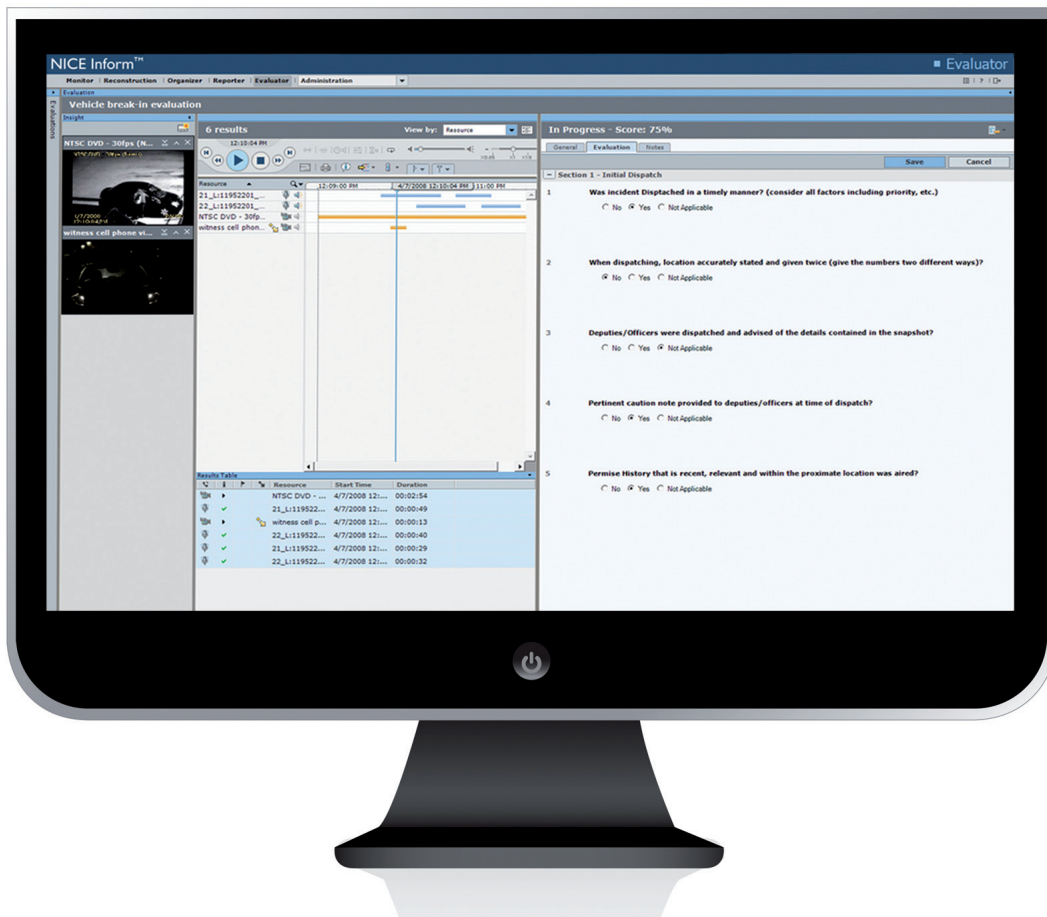
### CAPABILITIES TO IMPROVE FUTURE RESPONSES

As NG9-1-1 becomes the standard, the ability to handle new forms of media and interactions adds to a PSAPs need for effective training and knowledge dissemination. NICE Inform Quality Assurance Solution has been specifically developed from the bottom up for public safety. Responding to the unique needs of the market, NICE Inform's latest release further improves its capabilities with two new solution modules:

### NICE INFORM EVALUATOR

This module allows PSAP managers to measure the performance of call takers based on a set of predefined KPIs. This enables PSAPs to gain an understanding of how call takers and dispatchers perform throughout an entire incident and how they can improve.

- **Performance Assessment** – Evaluator helps PSAPs assess the quality of responses for all forms of incoming data, including voice, text, video, radio and GIS.
- **Individualized Training Programs** – based on identified knowledge gaps and necessary areas of improvement, customized training programs can be created to help operators improve their skills.
- **Skills Monitoring** – managers can track how call takers and dispatchers acquire new skills and adhere to the procedures related to Text-to-911 and NG9-1-1.



## NICE INFORM REPORTER

The Reporter module not only provides QA reports on individual and incident performance, it also provides valuable overall information on the activities and operations of the PSAP center.

- **Activity Reporting** – get insight into the volume of phone calls and radio communications, which in turn can support more efficient and cost-effective staffing decisions.
- **Resource Reporting** – this feature provides information on resource utilization such as highlighting any strains on existing communication resources, which could indicate that additional radio or phone channels may be needed.
- **QA Reporting** – these reports are based on ongoing evaluations, results and scoring, providing managers with informed insight on the productivity and performance of:
  - Individual operators
  - Pre-defined teams of call takers or dispatchers
  - The entire center



## SOLUTION HIGHLIGHTS

- **Designed for Public Safety**  
Exclusively developed for public safety to address the needs of PSAPs and emergency response centers.
- **Seamless Integration**  
As part of the Inform application suite, management of the QA solution is done from the same interface.
- **Complete Incident Evaluation**  
Quality assessments are now available for the entire incident, as opposed to call-by-call evaluations.
- **Consistent Measurement**  
Personnel are evaluated using consistent parameters and scoring, instilling confidence in the process.
- **Supports CALEA Accreditation**  
With Inform Quality Assurance's cohesive automated performance improvement process.