

NICE TEXT AND DATA LOGGING SOLUTION

Capturing, Logging and Synchronizing for
Complete Incident Reconstruction

GETTING THE RIGHT INSIGHTS TO THE RIGHT PEOPLE AT THE RIGHT TIME

TEXT-TO-9-1-1 IS HERE

No longer just a goal for the future, text-to-9-1-1 is here and is one of the first milestones in complying with NG9-1-1. As with all PSAP interactions, text-to-9-1-1 communications will have to be captured, logged and made available when necessary.

The NICE Text and Data Logging solution captures all text-to-9-1-1 communications and associated metadata, then synchronizes them with all the other forms of multimedia that flow into your call center.

TEXT-TO-9-1-1 LOGGING

Text logging is done by the NICE Recording system in compliance with NENA i3 standards supporting MSRP (Message Session Recording Protocol) and ATIS J-STD-110 standards. Text logging captures SMS and the text portion of an MMS.

The NICE Text and Data Logging solution has been designed to extend your current logging system in two distinct ways: by building on the NICE Recording platform that is used for audio logging and screen logging, adding text and i3 data; and by seamlessly integrating with NICE Inform, allowing for multimedia incident information management, including: phone, radio, text, video, GIS, screen and other media. Logging your text-to-9-1-1 communications is just one of the benefits your PSAP can enjoy with NICE solution.

Text logging includes message content, the texter's phone number, location information and timestamp per message. These fields can be used for searching for text interactions, including performing a search based on words mentioned in any of the text messages.

Logging your text-to-9-1-1 communications is just one of the benefits your PSAP can enjoy with the NICE solution.

SOLUTION HIGHLIGHTS

Complete Logging Solution

The NICE Text and Data logging solution captures all your text communications, both inbound and outbound, as well as text messages that are agnostic to Text Aggregation solutions and to the delivery method (Direct IP, Web Interface or TTY).

Compatible and Compliant

NICE's Text and Data Logging solution is compatible with the National Emergency Number Association's (NENA's) i3 MSRP and the European Emergency Number Association's (EENA's) NG112 standards, in addition it also supports interim (transitional) text-to-9-1-1 solutions.

Seamless Integration with NICE Inform

designed to work with NICE Inform, a software application layer that synchronously combines data from various capture platforms, including SIP-based VoIP, video and text, to create an accurate and complete incident file.

Future Proof

NICE's Text and Data Logging solution not only supports the interim text-to-9-1-1, but also NENA i3 data such as Log Events.





TEXT-TO-9-1-1 IN NICE INFORM

Logging is only the first step in capturing incoming communications to your PSAP. NICE Inform allows you to fuse different types of logged multimedia information, including text-to-9-1-1 and those from external sources, to a common application and interface. Uniquely, Inform synchronizes all incident-related multimedia to provide structure to otherwise unstructured multimedia, seamlessly combining the data for a complete, authentic, chronological audio/visual timeline and 360-degree view.

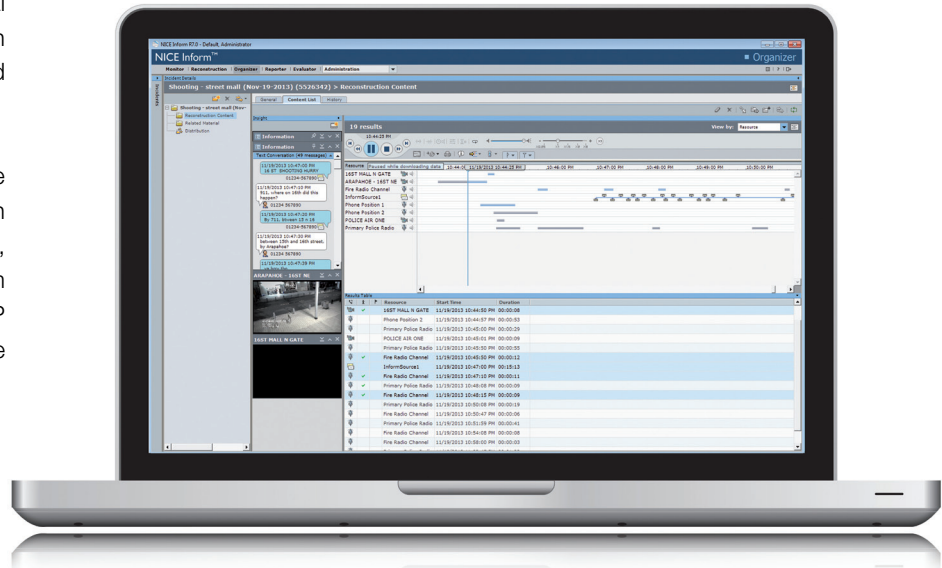
Not only important for compliance and liability purposes, a complete synchronized timeline of an event can be repurposed for a variety of critical functions:

Evidence and Investigations — a chronological timeline of an event, including all related information and communications can assist in investigations and be used for prosecutorial evidence.

Quality Assurance (QA) — as call takers will be expected to learn new processes and skills with the deployment of text-to-9-1-1 and NG9-1-1, QA will be more important than ever. NICE Inform provides you with the ability to view how your PSAP is handling text-to-9-1-1 communications and make the necessary changes when needed.

READY FOR NG9-1-1

Conceptually, text-to-9-1-1 is an important milestone on the transition path to NG9-1-1. Future ready, the NICE Text and Data Logger was developed with this in mind. As with all NICE solutions, it has been designed to address not only functional needs but operational and managerial ones as well. NICE Inform, as the multimedia information management application layer over the NICE Text and Data Logging solution, enables your PSAP to easily and effectively implement the management of text-to-9-1-1 today and that of NG9-1-1 i3-based data whenever you are ready.





ABOUT NICE SYSTEMS

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. 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

ABOUT NICE

NICE products and solutions cover the full spectrum of the communications intelligence process from interception and monitoring, to processing, analysis and dissemination of telephony, Internet and open source data. The NICE portfolio includes Target 360°, Horizon Insight, Citer, Location Tracking, Satellite Interception and Communication Pattern Analyzer solutions.

CONTACTS

Global International HQ, Israel,
T +972 9 775 3777
F +972 9 743 4282

Americas, North America,
T +1 201 964 2600
F +1 201 964 2610

EMEA, Europe & Middle East,
T +44 0 1489 771 200
F +44 0 1489 771 665

Asia Pacific, Singapore Office
T +65 6222 5123
F +65 6222 5459

The full list of NICE marks are the trademarks or registered trademarks of Nice Systems Ltd.
For the full list of NICE trademarks, visit <http://www.nice.com/nice-trademarks>.
All other marks used are the property of their respective proprietors.

DATE 06/2014 • P/N BR-34980
CONTENTS OF THIS DOCUMENT ARE COPYRIGHT © 2014.



nice.com