

# NICE Inform® Call Playback within APCO 9-1-1 Adviser™

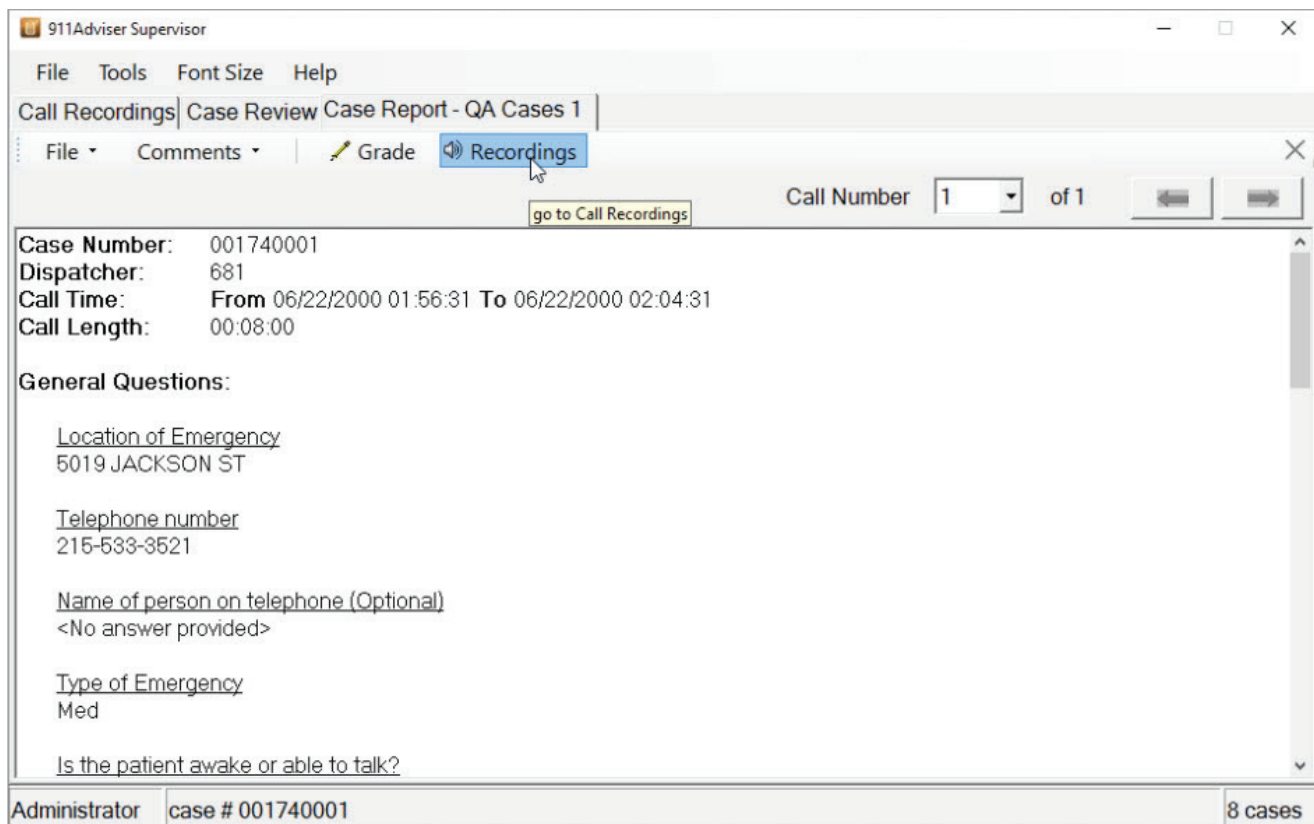
## Streamline QA Case Review Workflow with Integrated Call Recording

Smart Horizons, the developers of APCO 9-1-1 Adviser, and NICE have partnered to streamline the case review process and make your job of assuring quality of emergency communications much easier. Now you can conveniently play back call or radio audio related to cases of interest directly from your 9-1-1 Adviser case review and grading interfaces – eliminating the time-consuming process of searching for recordings within a separate recording system interface.

## Save Time with Convenient Access to Recorded Communications

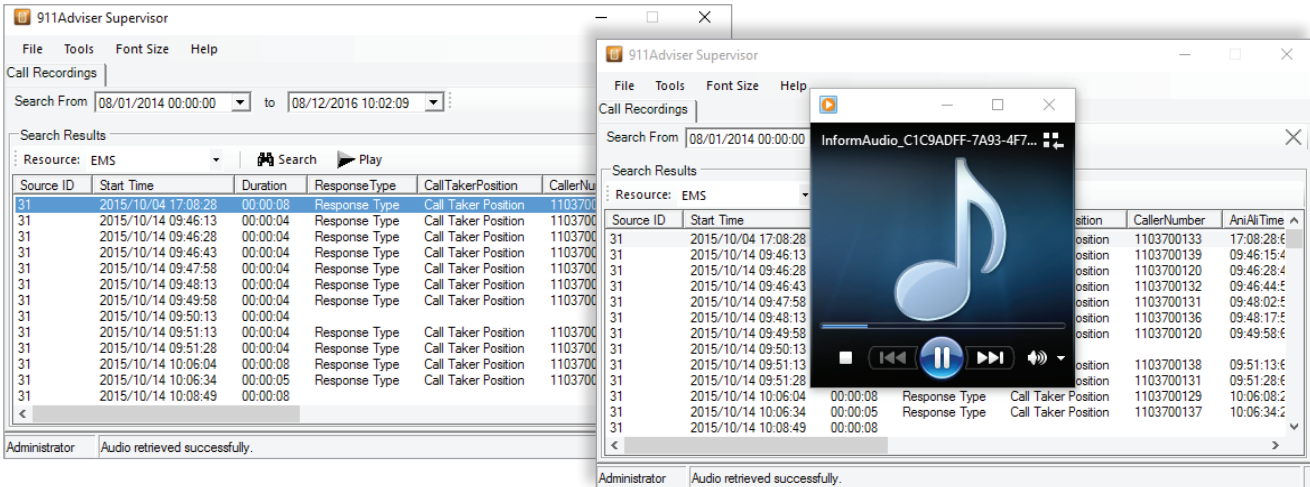
With NICE Inform call recording, 9-1-1 Adviser users can conveniently search, filter and playback interaction recordings related to the case of interest directly from their 9-1-1 Adviser interface – no need to toggle between different applications while performing a call quality evaluation.

- 9-1-1 Adviser helps you drive caller interrogation processes via a set of sequenced questions based on APCO's nationally recognized criteria-based method for triaging calls. Now you can ensure that every call is handled in a consistent manner.
- 9-1-1 Adviser presents a case information form that includes questions asked and answers collected during a call. Supervisors can enter comments and pull up a call directly within the form, without having to go to the recording system.
- Recorded calls playback within a standard Windows® Media Player which allows for a variety of useful playback controls including play, pause, fast forward/backward, volume up/down, and more.



Simply click on the icon labeled 'Recordings' to access the database of relevant calls recorded by NICE.

- Accessing a recorded phone or radio conversation from within the 9-1-1 Adviser interface is easy with embedded call search and filtering based on any combination of call or case criteria.
- Matching call audio recordings are presented for playback via a standard Windows® Media Player.
- Desired call(s) can then be loaded into the 'case report' view. Call data and a 'call playback' icon are presented in this view.

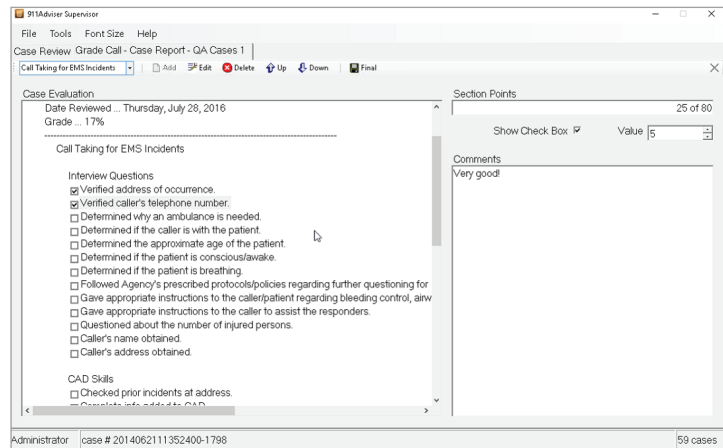


Call data drawn from the NICE database is presented in 9-1-1 Adviser for use as parameters to search and filter. Playback of any recorded calls associated with case records can be started by a click directly within the 9-1-1 Adviser interface.

## Integrated Quality Evaluation

Tabs in the 9-1-1 Adviser interface include 'Call Recordings,' 'Case Review' and 'Case Report – QA.' In the Grading view under Case Report – QA,' quality reviewers can answer quality evaluation questions using APCO provided or custom worksheets. The worksheets provide criteria which QAEs can use to evaluate whether telecommunicators followed appropriate protocols, to ensure the right questions were asked, and no required questions were omitted.

Emergency dispatchers can now be objectively rated and consistently coached to provide quality service in compliance with standards established by APCO, and any other relevant standards.



## About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organizations worldwide rely on NICE Public Safety solutions. Learn more at [www.nice.com](http://www.nice.com)

## About 9-1-1 Adviser

Based on APCO's EMD, Fire Service and Law Enforcement Guidecards, 9-1-1 Adviser™ software improves your agency's call taking and dispatching by providing rapid and consistent instructions customized to meet your agency's needs. It provides telecommunicators with ready access to precise information for specific call types and offers call handling techniques — which means your callers get the fast, consistent and appropriate information they need and expect in an emergency. 9-1-1 Adviser is available through a partnership between APCO Institute and Smart Horizons, a Division of Advanced Systems Technology. Learn more at [www.911adviser.com](http://www.911adviser.com)