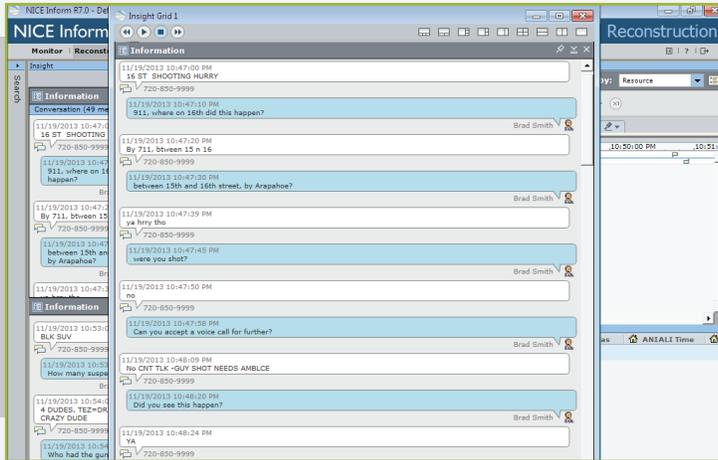


NICE Inform

Reliably Capture and Analyze All Text-to-911 Conversations



Text Recording



No longer just a goal for the future, SMS text-to-9-1-1 is here – it is one of the first milestones for public safety agencies to comply with Next Generation 9-1-1 (NG9-1-1) standards. As with all emergency communications, text-to-9-1-1 communications have to be captured, logged and made available for use in incident reconstruction and analysis.

The NICE Text Recording solution captures all text-to-9-1-1 communications and associated metadata. It links and synchronizes text interaction recordings with all other forms of communications that flow into your center, facilitating comprehensive searches, reporting, incident reconstruction, quality evaluation, and more. NICE offers the benefit of direct, certified integrations with all major Text-to-911 management platforms.

Integrate Text-to-911 into your Multimedia Recording

NICE Text Recording solution logs text messages 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 system logs message content, the texter's phone number, location information and timestamp with each message. This metadata is incorporated into the central repository of all data associated to all forms of captured media, and can be used for searching for text interactions, including keyword searches based on words mentioned in any of the text messages.

The NICE Text Logging solution has been designed to advance your current NICE Inform system in two distinct ways:

Build on the NICE Recording Platform

The NICE Text Recording solution augments your audio and screen recording by adding text and i3 data. Using NICE Inform, you can access all types of captured communications and data through one interface.

Export Text Message Conversations

NICE goes beyond capturing 911 texts to enabling Public Safety Answering Points (PSAPs) to search for, retrieve, export, save and share text conversations for investigations. Exported texts can be saved in various formats, along with complete metadata – such as caller ID, location and date/time stamps – for comprehensive insight into who texted, where, when, and what was said.



All Incident Media and Data in One Place

Recording is only the first step in capturing incoming communications to your PSAP. NICE Inform allows you to fuse different types of logged media and data, combining recorded voice, screen, and text-to-9-1-1 interactions with images, documents, video recordings, and other materials from external sources for access by one common application interface. Texts can be combined with recorded 9-1-1 calls, radio, screens and other incident data to create a complete, authentic incident timeline, for investigations or quality assurance review.

Evidence for Investigations

A chronological timeline of an event, including all related information and communications can provide powerful assistance in investigations. Authorized users may export the entire incident record comprised of any number and type of recordings, text conversations, data and imported items for secure, password-protected access by external users, such as prosecutors or district attorneys.

Comprehensive Quality Assurance (QA)

As text-to-911 and NG911 implementations progress, QA will play a more important role in ensuring that telecommunicators perform to the standards the public expects. NICE Inform Evaluator provides you with the ability to review, score and track how your PSAP is handling text-to-9-1-1 communications in a similar manner to call audio quality evaluations to determine where your call takers may require additional training or other adjustments. Consistent quality monitoring is invaluable for successful deployment and support of new forms of communications such as text-to-911.

Future Proof

Text-to-9-1-1 is an important milestone on the transition path to NG9-1-1. NICE designed its Text Recording and NICE Inform with the future in mind – your future and the future of technical innovation that benefits public safety at large. NICE Inform provides one central interface for the management of all types of multimedia recordings for incident management, including text-to-911, data, analog, digital and IP phone and radio, plus any other forms of communications demanded by NG9-1-1 and your operations. Everyday users enjoy the convenience of the same, unified NICE Inform interface, undisturbed by adds, changes, or moves in your communication infrastructure.

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 first digital investigation solution for law enforcement that automates and expedites the entire digital investigation process, helping to solve more cases faster. Over 3,000 organizations worldwide rely on NICE Public Safety solutions.