

IMPACT 360[®]

for Public Safety

Powered by Audiolog[™]



In today's emergency dispatch facilities, 9-1-1 centers, and other public safety organizations, high-quality performance depends on more than just logging telephone and radio interactions. Increasingly, agencies want a complete view of their operations to help them comply with regulations and standards, facilitate investigations, and improve quality to reduce the risk of call-handling errors.

Impact 360[®] for Public Safety Powered by Audiolog[™]

can help your agency do all that and more. This powerful workforce optimization solution combines call recording, playback, and storage with functionality for quality assurance (QA), incident investigation and analysis, employee coaching and training, and citizen surveys. It's a reliable, easy-to-use solution that can help your agency, communications center, or public safety answering point (PSAP) enhance performance, minimize liability, and meet new challenges arising from Next-Generation 9-1-1.

Impact 360 for Public Safety is from Verint[®] Systems, a worldwide leader in recording and digital security systems that help industry and government take more effective action to achieve their performance and security goals.



**Enhance Quality, Accountability,
Reliability, and Performance**

VERINT

POWERING ACTIONABLE INTELLIGENCE[®]

Address Critical Challenges Facing Your Agency

In the public safety environment, maintaining the highest level of professionalism, accountability, and compliance is paramount — and can require a detailed level of visibility into operations. Unfortunately, few agencies are equipped to obtain this insight easily. Basic voice logging systems typically aren't designed to provide information on performance, and agencies often lack the staffing needed to perform data extraction and analysis.

Impact 360 for Public Safety goes far beyond voice logging to help public safety organizations address their unique set of challenges, including:

Now You Can:

- Enhance the effectiveness of your 9-1-1 center or emergency dispatch facility with a workforce optimization solution that can capture telephone and radio interactions and related data for quality assurance, investigation and analysis, and employee coaching and training.
- Gain insight into calls to improve operational efficiency and identify risks.
- Comply with best practices, government mandates, and industry standards for call handling evaluation and reporting, and meet new challenges arising from Next-Generation 9-1-1.
- Benefit from proven solutions that are easy to administer and offer superior reliability and scalability.

- **Liability Reduction** – Helps identify problem behaviors and correct them before they become the topic of public scrutiny.
- **Incident Investigation and Analytics** – Facilitate incident investigation and export via easy-to-use replay tools.
- **Quality, Accuracy, and Efficiency** – Help ensure accurate, professional call handling that meets QA standards and service levels.
- **Immediacy** – Retrieves captured information quickly. You can immediately replay inaudible portions of a current call, search for key information to support investigations, and identify call handling and workflow problems that may slow the response to caller needs.
- **Employee Retention** – Fosters employee retention through enhanced training and coaching for more consistent operating knowledge — and reduced new-hire costs.
- **Resource Optimization** – Helps agencies accomplish more with the staff and resources they already have.

Gain Unprecedented Visibility into Your Operations

Impact 360 for Public Safety is built on the proven, reliable recording of Verint Audiolog™, augmented by key functionality that can provide an unprecedented view into day-to-day operations and performance. The solution can help your agency, PSAP, communications center, or organization:

- Capture and retrieve voice and related data, such as telephone numbers and locations, from a variety of sources.
- Evaluate calls to help ensure compliance with standards and regulations.
- Search for calls by CAD incident ID and review captured interactions, screens, and application usage to investigate incidents and better understand the chain of events.
- Evaluate and enhance call taker, dispatcher, and supervisor performance at PSAPs.
- Improve staff training and coaching using captured interactions to show examples of best practices.
- Document and report incidents efficiently.

Impact 360 for Public Safety provides a broad range of functionality:

- **Voice Recording/Playback and Storage**
- **Console Screen Capture**
- **Quality Assurance**
- **Incident Investigation and Analytics**
- **eLearning and Coaching**
- **Citizen Surveys**



With Impact 360 for Public Safety, you can play back up to 16 simultaneous recordings, depending on your system configuration. This can help you reconstruct incidents by listening to a sequence of recordings in their entirety, even if the recordings overlap.

Recording, Playback, and Storage

Impact 360 for Public Safety capitalizes on the proven functionality of Audiolog to provide mission-critical recording across digital and analog telephones; trunked and conventional radio systems; CAMA, ISDN, and conventional telephone lines and trunks; VoIP phones; and PC screens. A single platform can support all environments, with high availability and resiliency.

Impact 360 for Public Safety can record console screens, including navigation and text entry, without disrupting call handlers. Authorized personnel can monitor multiple channels or calls from their desktops and play back contacts in just seconds. You can retrieve recordings using a variety of criteria and secure them from unauthorized access, and a playback audit trail can track unauthorized incidents and alert you to potential abuse.

Impact 360 for Public Safety's flexible archive options can help you respond quickly when a recording is requested. The solution can retain large volumes of calls online and archive contacts to DVD-RAM media or to network-based storage resources, including SAN, NAS, and RAID, helping reduce the time spent changing DVDs or other media.

Incident Investigation and Analysis

Impact 360 for Public Safety provides optional functionality to increase call-related data collection for more efficient incident searches and investigations. You can capture key information during calls from ANI/ALI, ICCS, CAD, call-taking, or radio

dispatch desktop applications, as well as identify the call taker or dispatcher who handled a specific call, populate data fields with "call type" information, and automatically initiate console screen recording. Triggers can be defined quickly and take effect immediately, helping your agency gather data proactively.

Quality Assurance

Impact 360 for Public Safety includes easy-to-use QA functionality to help your agency enhance service levels while facilitating compliance with industry standards and government mandates on call handling evaluation. The solution can measure, analyze, and document the performance of call takers, dispatchers, and supervisors. Point-and-click templates help simplify the creation of evaluation forms and questions. Optional, role-appropriate scorecards can provide you with a library of predefined key performance indicators (KPIs) or the ability to create your own, helping you measure and track employee performance.

Supervisors can play back and score calls and console screens easily using the embedded, browser-based interaction assessment tool. Scoring can be calibrated among evaluators, helping your agency prepare more consistent evaluations.

Quality assurance reports help you summarize and analyze performance. You can choose from a variety of standard reports or customize them to meet specific requirements. You can also view reports on-screen, export them into formats that can be emailed as attachments, print them on demand, or even set up a schedule to deliver reports automatically via email.

Gain a unprecedented view into operations and performance

eLearning and Coaching

Training call takers, communications center personnel, and dispatchers can be very challenging in the evolving 9-1-1 environment — particularly with the emergence of Next-Generation 9-1-1 and the need to support new communications media. To help staff enhance and expand their skills, Impact 360 for Public Safety provides eLearning functionality. You can edit captured interactions into “learning clips” highlighting best practices, then email them directly to the call-taker desktop or store them for later review.

Better still, Impact 360 for Public Safety’s coaching tool can help supervisors schedule, track, review, and report on individual development opportunities. Automating the workflow associated with coaching helps ensure that coaching sessions occur on a regular basis and can help improve staff performance and morale. Supervisors can even attach files to coaching session records, simplifying the administrative tasks necessary for accountability.

Citizen Surveys

To help you obtain feedback on the service you deliver to the public, Impact 360 for Public Safety’s citizen survey functionality can send follow-up surveys by phone or email. You can easily create surveys using Web-based templates, then send them to citizens to inquire about their experiences with your communications center or use them internally with your employees. This can introduce a proactive approach to quality reinforcement and citizen satisfaction, helping build staff morale and public confidence.

Benefit from Superior Reliability and Performance

To promote superior reliability and availability as well as cost-effective operations, Impact 360 for Public Safety is built on an open architecture and uses standard PC components. This helps free your organization from the cost and complexity associated with proprietary systems while promoting compliance with commercial off-the-shelf requirements imposed by many municipalities and governing agencies.

Verint. Powering Actionable Intelligence.®

Verint Systems Inc. is a leading provider of Actionable Intelligence® solutions for an optimized enterprise and a safer world. More than 10,000 organizations in over 150 countries rely on Verint solutions to perform more effectively, build competitive advantage, and enhance the security of people, facilities, and infrastructure.



info@verint.com
1-800-4VERINT

330 South Service Road
Melville, NY 11747 USA

www.verint.com