

Verint Recording for Public Safety



Now You Can:

- Leverage a full-time, multi-channel recording and archiving solution to drive better citizen interactions, enhance compliance and incident reconstruction, and manage liability more effectively.
- Bring recording, archiving, quality management, and analytics together on a single platform for simplified administration, maintenance, and training.
- Facilitate compliance with government mandates and standards for digital emergency communications services and public safety radio systems.

Today's emergency services organizations serve the public against a backdrop of complex events, increasing expectations, and evolving technology. With citizens using an expanding variety of channels and devices to communicate, organizations need to record, retrieve, and archive interactions across multiple channels, reconstruct complex incidents, and comply with emerging standards for digital emergency communications services, including Next-Generation 911 (NG-911) and next-generation public safety radio systems.

Verint® Recording for Public Safety™ is an NG-911-ready solution for capturing 911 radio, video, and text communications and related data across multiple channels, including PBX, VoIP, radio systems, chat, digital collaboration, email, mobile voice, SMS, and face-to-face—on a single recorder.

Designed for emergency response, public safety, and control room operations, the solution offers superior reliability, availability, and scalability in mission-critical environments. Its unified, easy-to-use functionality can help your organization enhance performance and respond more effectively to citizen needs by:

- Bringing together multi-channel interactions and associated digital data seamlessly, in a single solution, for rapid response, analysis, investigation, and reporting.
- Reconstructing incident scenarios to understand the chain of events.
- Redacting sensitive data and protecting captured interactions from unauthorized access and tampering.
- Centralizing system administration and user management across the organization for improved efficiency.

VERINT®

Verint Recording for Public Safety

Capture Multi-channel Interactions

Verint Recording for Public Safety can work with major telephony and radio environments, capturing communications from various media types and corresponding activities, such as keystrokes, data entry, screen navigation, and after-call wrap-up.

The solution integrates with 911 switches or radio controllers to provide real-time control over recording and call indexing. Its unified, omnichannel interaction player can present recorded information across all channels, in a single place, for easy visualization and further analysis. Verint Recording for Public Safety also offers application programming interfaces (APIs) to allow third-party applications to control and update recording in real time and ingest recordings from third-party applications.

Select Available Applications for Enhanced Functionality

Verint Recording for Public Safety can work seamlessly with our other solutions for workforce engagement to deliver streamlined workflows, including:

- **Verint Insight Center™** – Provides multi-channel search and replay, as well as incident management with media lockdown options. It enables recorded interactions to be displayed on timelines, maps, and tables and provides incident annotation, redaction, and export options for single and multiple calls. This can be helpful for expediting the reconstruction of complex events, especially those involving information captured across multiple media.
- **Verint Instant Recall™** – Enables users to easily verify information by quickly searching and replaying both recorded and live calls on pre-configured extensions. You can perform various playback operations, including rewinding live calls to quickly confirm details and review conversations that are difficult to understand.
- **Verint Quality Management™** – Enables all the attributes of an interaction, including voice conversations and associated screen data, text-based interactions (such as SMS), and video to be evaluated from a single screen. You can easily review interactions and activities conducted on or off phones and radio networks, without the need to toggle between multiple screens to complete evaluations.
- **Verint Workforce Engagement** – Helps optimize the performance of your employees with applications including Verint Quality Bot™, Verint Speech Analytics™, Verint Text Analytics™, and Verint Workforce Management™.

Benefit from Flexible Deployment Options

Verint Recording for Public Safety provides flexible, easy-to-manage deployment options based on your emergency center's sizing, network topology, security, and availability requirements. These include centralized system management; turnkey, single-box hardware configurations; and a variety of high availability and redundancy options to help ensure resilience in the event of network or hardware failures.

Part of the Verint Citizen Engagement Portfolio

Verint Recording for Public Safety is part of a patent-protected portfolio of solutions that enables public safety and public sector services providers globally to improve citizen trust and drive strategic impact across the organization.



Learn more at
www.verint.com/publicsafety

Verint®. The CX Automation Company™

Americas

info@verint.com
+1 770 754 1900
1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com
+44(0) 1932 839500

Asia Pacific

info.apac@verint.com
+(852) 2797 5678



verint.com



x.com/verint



linkedin.com/company/verint



verint.com/blog