



VERINT®

Verint for Public Safety

Improve emergency call handling
while boosting efficiency
and reducing liability



As the challenges and expectations for emergency response communications evolve, it's critical to embrace a modern solution that meets your needs today and in the future. Verint® for Public Safety™ offers superior reliability, availability, and scalability in mission-critical environments. Read on to learn how Verint for Public Safety can help you tackle these challenges head on.

Current Challenges for Public Safety Agencies



Capturing Multi-channel Communications

Operational and citizen needs, along with initiatives such as NG911 are requiring public safety answering points (PSAPs) to move beyond voice. Capturing and storing multi-channel interactions and associated data is time-consuming and poses interoperability challenges, making incident reconstruction, reporting, and quality assurance difficult. 911 centers need a comprehensive solution that can capture, display, and centralize multi-channel interaction recordings on a single platform, as well as enable citizens to self-serve on non-emergency, routine requests.





Enhancing Quality Management

Manual call reviews are costly, time consuming, and limited to small samples, which is insufficient with increasing call volumes. Random sampling reduces the accuracy of employee performance reviews, but PSAP managers lack the capacity for comprehensive evaluations. Automation can extend supervisor capacity. It allows you to autoscore up to 100 percent of interactions, meet quality assurance goals, and enhance training.



Retaining Employees

With many telecommunicators suffering from burnout and mental health issues including anxiety, fatigue, and low energy levels, the public safety sector faces high turnover rates. Training new 911 employees over and over is time consuming and costly, which most PSAPs cannot afford. Reducing workload by automating non-emergency calls, improving training, and providing timely, objective performance reviews can reduce burnout and support employee retention.



Optimizing Costs

Operating within tight budgets and using legacy systems pressures PSAPs to do more with less. The adoption of modern technology can provide you with benefits beyond streamlined operations, increased efficiency, and reduced telecommunicator workload. Digital tools can significantly reduce expenses, and many of today's technologies can be implemented seamlessly without causing any disruptions to your current operations.

What is Verint for Public Safety?

Designed for emergency response, public safety, and control-room operations, Verint for Public Safety is a set of solutions that offers superior reliability, availability, and scalability in mission-critical environments.

Multi-channel Interaction Recording

Capture and replay all aspects of an interaction, including CAD data, screen recording, text to 911, and voice—in a single recorder.

Incident Reconstruction

Review all interactions tied to an incident on a single screen for easier and faster search, reporting, and incident reconstruction.

Automated Quality Assurance

Save time and money, improve quality, and reduce liability by automating your quality program.

Non-Emergency Call Automation

Enhance efficiency and ease call-taker workload by re-routing non-emergency, routine requests to self-serve channels.

Verint Recording for Public Safety

Record, Archive, and Retrieve Interactions Across Multiple Channels

Verint Recording for Public Safety offers a Next Generation 911 (NG911)-ready solution for capturing voice, video, and text communications and related data across multiple channels on a single recorder. Your staff can have a single-pane-of-glass view of multi-channel recordings and interaction data, including CAD data.

Besides its reliable capture capabilities, the recorder can securely utilize hybrid or virtual data storage, protecting data access during critical events. The browser-based interface makes the solution easily accessible during mobile deployments when the physical location of the PSAP is not accessible.

Augmented by the Verint Instant Recall™ application, the solution enables users to easily verify information by quickly searching and replaying both recorded and live calls on preconfigured extensions.

Verint Recording for Public Safety seamlessly integrates with 911 systems, including CAD and major trunked radio infrastructures, such as Motorola ASTRO R7.x P25 and P25IP, as well as Harris OpenSky.

Main benefits

- Streamline multi-channel interactions and associated digital data in a single solution for rapid response, analysis, investigation, and reporting.
- Redact sensitive data and protect captured interactions from unauthorized access and tampering.
- Support relocation or mobile deployment of your PSAP during unexpected events.

Verint Insight Center

Benefit from NG911/i3-ready Incident Reconstruction

As part of Verint Recording for Public Safety, [Verint Insight Center™](#) is a state-of-the-art, browser-based incident reconstruction application. It's designed to enable emergency response centers and public safety agencies to meet citizen expectations and respond to regulatory requests or requests for evidence quickly by tying fragmented data to a single incident. The solution also helps PSAPs manage liability and ensure compliance.

The application can search through multiple channels, such as audio, video, text, photos, screen data, telematics, phone numbers, and location data. It can then display the captured information from different media simultaneously and allows you to organize data by color coding, flagging, tagging, grouping recordings, and locating incidents on a map. This unified view helps rebuild incidents by piecing together the chain of events leading to them.

Flexible and easy to deploy, Verint Insight Center supports a wide variety of advanced radio systems, customer premises equipment (CPE), and telephony interfaces.

Main benefits

- Accelerate incident reconstruction and reporting by unifying data.
- Search and access data quickly across channels and modalities.
- Replay multi-channel recordings simultaneously on a single screen.

Automated Quality Assurance

Enhance Service Quality and Compliance

Robust quality assurance (QA) programs can help you boost efficiency, minimize human error, and deliver consistent, high-quality service. With [Verint Automated Quality Assurance™](#), your QA program can be a strategic driver of performance, service quality, and employee success.

The solution allows you to go beyond the limits of manual sampling and automatically score up to 100 percent of recorded voice and text interactions. Powered by AI, [Verint Quality Bot™](#) automates scoring, accelerates form building, and allows for more objective, specific, and timely performance assessments. It provides managers with more granular data than data mined from transcripts only and can also score soft skills, such as empathy. It can also increase supervisor capacity by auto-assigning coaching when call-taker KPIs fall under your predefined thresholds.

Verint Automated Quality Assurance supports APCO and NENA standards and seamlessly integrates into existing public safety workflows. Whether your QA program is on-prem or cloud-based, you can leverage automated quality analysis and AI insights without disrupting your quality assurance processes.

Verint Quality Bot helps you automate the entire quality management process, from scoring evaluations to assigning coaching regardless of the channel.

Main benefits

- Scale your interaction monitoring to up to 100 percent, improving compliance and reducing liability.
- Autoscore your interactions across all channels and support data-driven decision making.
- Increase supervisor capacity and improve employee training.
- Improve the objectivity and transparency of employee performance reviews.

Non-Emergency Call Automation

Speed up 911 Response Time

Over half of the calls received by PSAPs are non-emergency calls, including parking violations and noise complaints. These calls, while important, can clog critical lines and increase the risk of delayed response in critical situations.

By automating non-emergency calls and enabling your community members to self-service such routine requests, you can create a better citizen experience and better allocate critical resources.

With [Verint Non-Emergency Call Automation for Public Safety™](#), you can automatically direct non-emergency calls to alternative channels with the help of automation. This way, you can reduce access limitations and enable your community members to decide how they want to interact. Instead of calls, they can use social media messaging, a mobile app, SMS, a self-service webpage, or interact with AI-powered bots. You can also set rules to define scenarios for interactions to be transferred to a human dispatcher.

While emergency response will always require human involvement, new AI-powered technologies can play a transformative role in enhancing employees' ability to improve community safety and citizen trust in 911 operations.

With integration, all data can be added to your existing CAD system without disrupting your current workflows.

Main benefits

- Improve emergency response with focus on critical emergencies.
- Boost the citizen experience by allowing them to use self-service options to complete routine requests.
- Enhance operational efficiency in your public safety agency.
- Retain your employees, reduce burnout, and improve morale.

Deployment and Integration Capabilities

Flexible Deployment Options

Verint provides a variety of flexible, easy-to-manage deployment options based on your command center's sizing, network topology, security, and availability requirements.

You can choose from flexible deployment options (including on-premises, cloud, or hybrid), which provide you with high availability and redundancy options to help ensure resilience in the event of network or hardware failures.

Verint for Public Safety solutions work seamlessly with most major telephony, CAD, and radio environments, are supported by open APIs, and can easily integrate with various technology interfaces within your organization.

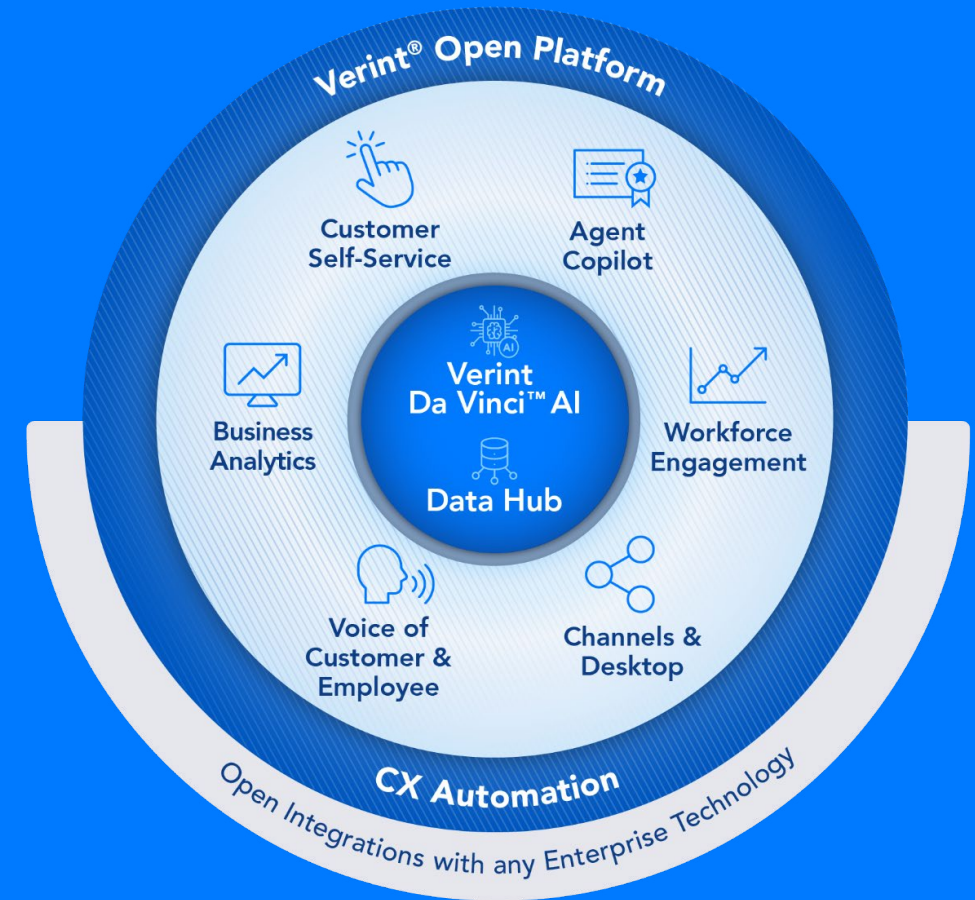
Integration Capabilities

- Motorola VESTA
- Intrado VIPER
- CCaaS, UCaaS platforms: Avaya, Cisco, Microsoft Teams, Amazon Connect, Mitel
- Mainstream and home-grown CAD platforms
- UNS integration

Part of Verint Open Platform

Verint solutions for automated quality assurance and recording capabilities can be easily and fully integrated into organizations' existing ecosystems, without disrupting daily operations, to enable seamless emergency response, public safety, and control room operations. Thanks to our open architecture and modular solutions, Verint can enable you to quickly adopt the capabilities you need, at your own pace, to achieve the outcomes you seek.

Learn more at [Verint.com](https://www.verint.com)



Discover More

3+1 Benefits of Non-Emergency Call Automation for Public Safety Answering Points

Many calls received by 911 centers are non-emergencies. Citizens often reach out with requests, such as noise complaints and parking violations, which can affect the availability of 911 call-takers. Moreover, high call volumes can overwhelm call-takers and dispatchers who operate in a highly stressful environment, with one of the highest turnover rates. All these factors just add fuel to the fire at public safety answering points (PSAPs), which are already facing a staffing crisis and budgetary constraints.

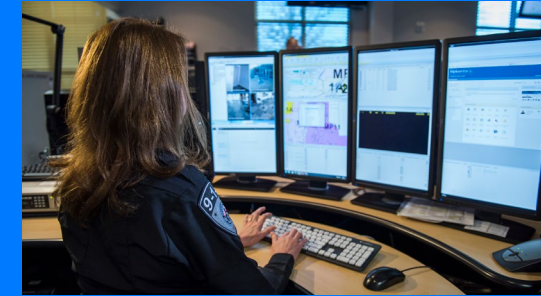
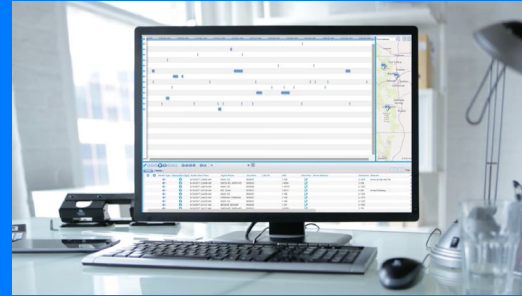
How can you ease the burden on your call taker without negatively impacting emergency call handling and breaking the bank?

Technology is increasingly seen as an enabler for transforming emergency response, improving community safety, and enhancing citizen trust in public services. By implementing automation and offering self-service options for non-emergency calls, you can achieve a significant

that come in. Automation can help save precious time in critical moments by re-routing non-emergency requests to alternative communication channels, including a self-service web portal or even a mobile app. It's particularly useful given the heightened citizen expectations for multi-channel communications, which pressures your PSAPs to do more with existing resources. By automating and offering self-service options for non-emergency calls, you can boost operational efficiency without the need for increasing headcount or costs.

3. Optimizing Costs

Operating within a tight budget is another common challenge for public safety agencies. Fiscal pressures often inhibit investment in new systems, which in turn can seriously reduce effectiveness and increase costs. Transitioning from legacy systems to modern technology offers more than just streamlined operations and enhanced efficiency.



Discover how you can ease the burden on your call takers without negatively impacting emergency call handling or breaking the bank.

Get the Executive Perspective

Find out how you can boost efficiency and reduce PSAP liability with our NG911-ready, multi-channel 911 emergency call logging and incident reconstruction software.

Watch the Video

Learn how automation and self-service options can help 911 centers manage high volumes of non-emergency calls without overwhelming call takers.

Read the Blog

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