

IMPACT 360® for Public Safety Powered by Verint Media Recorder

Your 9-1-1 center or emergency dispatch facility must deliver services effectively while minimizing costs, all in an environment in which regulations, standards, and communications channels are evolving rapidly to meet the challenges of Next-Generation 9-1-1 (NG9-1-1).

Is your public safety answering point (PSAP) prepared to capture interactions across multiple channels, including text/SMS, video, telephone, and radio? How will you monitor and evaluate these interactions for quality? And how will you coach and train your call takers to work across new systems, protocols, and procedures?

Verint® can help. Our Impact 360® for Public Safety Powered by Verint Media Recorder™ is a packaged solution that brings multimedia recording together with key functionality for enhancing performance in 9-1-1 centers, including quality assurance, performance management, incident investigation and analytics, speech analytics, workload forecasting and staff scheduling, staff coaching and training, and citizen surveys. With this flexible, easy-to-use solution, your PSAP can:

- Capture and retrieve audio, video, text, screen data, telematics, photos, maps, and related data, such as telephone numbers and locations, from a variety of sources.
- Live monitor PSAP interactions to evaluate call taker performance and help ensure adherence to policies and procedures.
- Automate workload forecasting and staff scheduling based on historical data, work patterns, breaks, off-phone times, and individual skills, proficiencies, and preferences.
- Search for calls by CAD incident ID and review captured interactions and screens to investigate incidents and better understand the chain of events.
- Analyze captured audio to identify clues or surface trends that might otherwise go undetected.
- Improve staff training and coaching using captured interactions to show examples of best practices.
- Conduct surveys within and beyond the organization to assess staff morale, citizen satisfaction, and more.
- Document and report incidents efficiently.



Key Benefits

- Enhance the effectiveness of your 9-1-1 center or emergency dispatch facility with a packaged solution that can capture interactions across multiple communications channels.
- Manage your resources more effectively while increasing situational awareness, reducing liability, and meeting new challenges, including those arising from NG9-1-1.
- Comply with best practices and government or agency mandates for call handling evaluation and reporting.
- Evaluate call taker/dispatcher performance and offer individualized coaching and training.
- Benefit from a proven solution that uses standard PC components and is quick to deploy, easy to use and administer, and offers superior security, reliability, and scalability.

Built on Verint's proven public safety and workforce optimization technologies, Impact 360 for Public Safety Powered by Verint Media Recorder offers a range of functionality, including:

Multichannel Recording, Playback, and Storage

Capitalizing on the proven functionality of Verint Media Recorder, Impact 360 for Public Safety provides full-time recording, selective recording, recording on demand, and dial-in recording across digital and analog telephones, trunked and conventional radio systems, telephone lines and trunks, IP phones, SMS, and PC screens. It can record screens without disrupting call handlers while minimizing network usage and storage requirements. Recordings can be retrieved using a variety of criteria and secured from unauthorized access, and a playback audit trail can track incidents and alert you to potential abuse.

Investigation and Analytics

In addition to recording interactions, Impact 360 for Public Safety can tag them with information from radio, ANI/ALI, CTI, ICCS, CAD, SMS, and GIS systems to help facilitate incident reconstruction. The solution's optional Application Event Trigger (AET) functionality can identify the call taker or dispatcher who handled a specific interaction, populate data fields with "call type" information, and automatically initiate console screen recording.

Quality Assurance

With Impact 360 for Public Safety, you can measure, analyze, and document call taker performance easily. Point-and-click templates help simplify the creation of evaluation forms and questions. Optional scorecards provide a library of predefined key performance indicators (KPIs) or the ability to create your own for measuring employee performance.

Speech Analytics

This optional functionality can process 9-1-1 calls and transcribe audio into data that can be mined for intelligence. The solution can automatically identify words and phrases that are being mentioned more or less frequently during a specified period of time. This information is displayed on the screen, making it easy to spot trends and potential problems, and take action right away.

Workload Forecasting and Staff Scheduling

Impact 360 for Public Safety can automate workload forecasting and staff scheduling based on defined shift rules, work patterns, breaks, off-phone times, and individual skills, proficiencies, and preferences. This can help you schedule the right number and mix of staff to provide superior citizen service. Optional functionality can automate the time-off request process by routing requests to managers or processing them automatically based on rules that your organization defines.

eLearning and Coaching

With Impact 360 for Public Safety, you can edit captured interactions into "learning clips" highlighting best practices and send them directly to the call-taker desktop for review. The solution's coaching tool can help supervisors schedule, review, and report on individual development opportunities.

Citizen Surveys


Impact 360 for Public Safety's citizen survey functionality can send follow-up surveys by phone or email. You can create surveys easily using Web-based templates, then send them to citizens to inquire about their experiences and satisfaction with your agency.

Verint. Powering Actionable Intelligence®

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