Verint Recording for Public Safety

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, reconstruct incidents, and comply with emerging standards for digital emergency communications services (including Next-Generation 911) and public safety radio systems.

Verint® Recording for Public Safety™ is a powerful solution for capturing 911, radio, video, and text communications across multiple channels, including PBX, VoIP, radio systems, chat, digital collaboration, email, mobile voice, SMS, and face-to-face — all 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, along with unified, easy-to-use functionality that can help your organization enhance performance and respond more effectively to citizen needs by:

- Bringing interactions and associated digital data captured across multiple devices, channels, and sites together seamlessly in a single solution for rapid response, analysis, investigation, and reporting.

- Reconstructing incident scenarios to understand the chain of events.

- Protecting captured interactions from unauthorized access and tampering.

- Centralizing system administration and user management across the organization.

Now you can:

- Leverage a full-time, multichannel recording and archiving solution to drive better citizen experiences, 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 (including Next-Generation 911) and public safety radio systems.

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Capture a Broad Range of Interactions

Verint Recording for Public Safety can work with most major telephony and radio environments. In addition to capturing public safety communications from various media types, it can also capture the corresponding activities taking place at call taker desktops, such as keystrokes, data entry, screen navigation, and after-call wrap-up.

Through integration with 911 switches or radio controllers, it can provide real-time control over recording and call indexing. Its unified, omnichannel interaction player can present recorded information across all channels, including speech analytics data,* in a single place for easy visualization and further analysis. The solution also offers application programming interfaces (APIs) to allow third-party applications to control and update recording in real time. The API supports ingestion of communication recordings recorded by 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 unique business process workflows, including:

- **Verint Insight Center**™ — Provides multichannel / multimedia search and replay, as well as incident management with media lockdown options. It enables recorded calls 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**™ — Allows users to quickly search and replay recorded as well as live calls on preconfigured extensions. You can perform various playback operations, including rewinding to the beginning, on live calls — a benefit for quickly confirming details and reviewing conversations that are difficult to understand.

- **Verint Quality Management**™ — Enables all of the attributes of an interaction, including voice conversations and associated screen data, text-based interactions (such as SMS), and video to be evaluated right 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 Speech Analytics**™ — Automatically surfaces valuable intelligence from thousands — even millions — of recorded calls, so you can take action quickly. Right out of the box, it can provide sophisticated analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern.

Benefit from Flexible Deployment Options

Verint Recording for Public Safety provides a variety of 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 Customer Engagement Portfolio

Verint Recording for Public Safety is part of a patent-protected portfolio of solutions for simplifying, modernizing, and automating customer engagement to drive strategic impact across the enterprise.

* Requires Verint Speech Analytics.

The Customer Engagement Company™

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