

IMPACT 360[®]

for Public Safety *Powered by Audiolog™*



Your emergency services call centre or dispatch facility must deliver services effectively while minimising costs, all in an environment in which regulations, standards, and communications media are evolving rapidly and adding new demands on how calls — and call takers — are managed.

With these challenges, recording telephone and radio interactions may not be enough. Progressive agencies want to monitor and evaluate interactions for quality assurance, as well as coach and train their call takers. They also want deeper insight into calls to help reconstruct incidents, facilitate investigations, and improve operational efficiency. And they want fast, accurate incident data and reporting.

As a worldwide leader in recording and digital security solutions, Verint® Systems offers **Impact 360[®] for Public Safety Powered by Audiolog™**, an innovative solution to help public safety organisations dramatically improve performance and meet new challenges, including technology enhancements for call-taking systems.

Impact 360 for Public Safety brings together functionality for recording, quality assurance, training, analysis, and reporting on these activities into a packaged offering that's reliable, flexible, and easy to use.

Now You Can:

- Enhance the effectiveness of your emergency services call centre or dispatch facility with a 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 help improve operational efficiency and identify risks.
- Comply with best practices and government or agency mandates for call handling evaluation and reporting.
- Benefit from proven solutions that incorporate an open architecture and standard PC components for easy administration and superior reliability.



**Capture Interactions and Enhance Performance
in Mission-Critical Environments**

VERINT

POWERING ACTIONABLE INTELLIGENCE[®]

Enhance Performance, Effectiveness, and Compliance

Impact 360 for Public Safety is a smart solution that can help emergency services call centres and other first response agencies with a range of tasks, including:

- Capturing and retrieving voice and related data, such as telephone numbers and locations, from a variety of sources.
- Monitoring calls to help ensure compliance with standards and regulations.
- Searching for calls by computer-aided dispatch (CAD) incident ID and reviewing captured interactions and screens to investigate incidents and better understand the chain of events.
- Evaluating and enhancing call taker, dispatcher, and supervisor performance.
- Improving staff training and coaching using captured interactions to show examples of best practices.
- Documenting and reporting incidents efficiently.

Impact 360 for Public Safety can help your agency perform more effectively, reduce liability, and comply with standards and regulations. Functionality includes:

Recording, Playback, and Storage

Impact 360 for Public Safety capitalises on the proven functionality of Audiolog™ to provide mission-critical recording across digital and analog telephones; trunked (including P25 and TETRA) and conventional radio systems; CAMA and ISDN trunks; conventional telephone lines and trunks; VoIP phones; and PC screens.

The solution can record screens, including screen navigation and keystrokes, without disrupting call handlers. Authorised personnel can monitor audio for multiple channels or calls right from their desktops and play back contacts in just seconds.

Recordings can be retrieved using a variety of criteria and secured from unauthorised access, and a playback audit trail can track incidents and alert you to potential abuse. Flexible storage capabilities can retain large volumes of calls online and archive contacts to DVD-RAM media or network-based storage resources, including SAN, NAS, and RAID. This helps reduce the time spent changing DVDs and other media, freeing you to focus on more important tasks.

Quality Assurance

To help facilitate compliance with industry standards and government mandates on call handling evaluation, Impact 360 for Public Safety

can help you measure, analyse, and document the performance of call takers, dispatchers, and supervisors. Point-and-click templates help simplify the creation of evaluation forms and questions. Optional scorecards can provide you with a library of predefined key performance indicators (KPIs) or the ability to create your own to measure employee performance.

Supervisors can play back and score calls easily using our browser-based interaction assessment tool. To foster more consistent evaluations across your organisation, scoring can be calibrated between evaluators.

Quality assurance reports make it easy to summarise and analyse the performance of call takers, dispatchers, and supervisors. You can choose from a variety of standard reports or customise 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.

eLearning and Coaching

Impact 360 for Public Safety provides eLearning functionality that can help call takers enhance their skills — a key activity with technology enhancements to call-taking systems and new communications media. You can edit captured interactions into “learning clips” highlighting best practices, then send the clips directly to the call-taker desktop for review.

Better still, Impact 360 for Public Safety’s coaching tool can help supervisors schedule, track, review, and report on individual development opportunities. 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, 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 experience with your communications centre. You can also use this functionality to gather internal feedback from your staff. This can introduce a proactive approach to quality reinforcement and citizen satisfaction, helping to build staff morale and citizen confidence.

Verint. Powering Actionable Intelligence.®

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



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