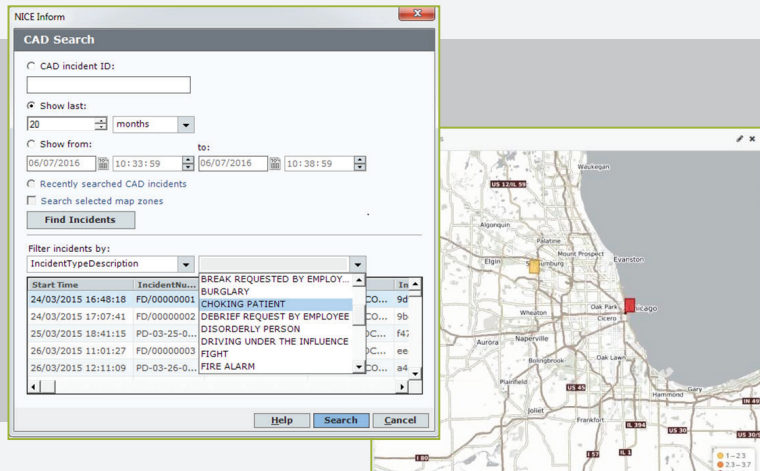


# NICE ■ Inform

Complete Media Requests and QA in Half the Time, and Supercharge Reporting!



## CAD Integration



“NICE Inform takes away the guesswork from trying to match CAD records to audio recordings – it does it for us automatically. I am very excited about this integration. It has already cut our audio request processing time in half. Now we can get back to our other work!”

– Karin Marquez, Communication Supervisor, Westminster Police Department, Colorado

NICE Inform is the latest-generation solution for intelligent recording, incident reconstruction and quality assurance, specifically designed to meet the mission-critical needs of high performing Public Safety Answering Points (PSAPs). When deployed with Computer Aided Dispatch (CAD) system integration, it provides enhanced incident tracking, reporting and quality assessment of emergency communications. NICE Inform accesses incident data in near-real time as the events unfold, enabling rapid access to vital evidence.

## Improved Incident Investigation

NICE Inform CAD Integration saves time and improves the value of incident evidence. It eliminates unnecessary steps in search for recordings as you respond to media requests for incident investigation. Instead of manually matching time ranges of recorded communications to CAD incident records, now you have all you need in one place. Significant CAD system events that occurred over the course of each incident such as dispatch of units or on-scene arrival can be displayed on a timeline alongside synchronized media recordings—calls, radio transmissions, text-to-911 communications and screen video. Examples of incident data accessed from CAD systems:

- Incident ID
- Incident Severity
- Call Taker and Dispatcher Involved
- Incident Type
- Report Number
- Incident Location
- Incident Status
- Incident Date/Time
- Comments and Other CAD Data

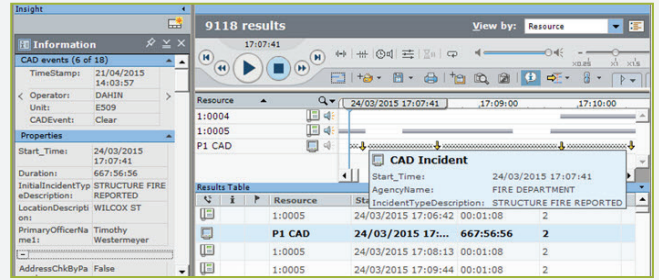
Incident reconstruction that incorporates CAD data provides clearer indication of what information was available at the time decisions were made, which cannot be readily obtained from reviews of recordings and metadata in separate information siloes.

**NICE**<sup>®</sup>

**VoiceProducts**  
VOICE • VIDEO • DATA

## Expedite Multimedia Incident Reconstruction

NICE Inform makes the complex multimedia incident reconstruction easier. It associates CAD incident data with ALL types of recorded communications. Simply search for recorded audio and text communications in one step, based on one set of CAD parameters.



CAD incident, sub-events and recorded media are displayed on the time line, enabling detailed, clear, fully synchronized incident reconstruction.

## Focus QA Evaluation on What Matters Most

NICE Inform CAD integration can help you improve the focus and value of your quality assurance program. Combine CAD data parameters such as incident type or severity with other metadata in your rules for automated selection of the prescribed number and type of recordings for evaluation of call taker 911 communications and dispatcher radio transmissions. Now you can place greater emphasis on tracking protocol compliance in specific call types that expose you to greater liability, such as high-priority police incidents.

## Unprecedented Flexibility & Scalability

How much useful insight do you currently get out of your recording system reports? With NICE Inform CAD integration you can organize and visualize all recordings by CAD incident attributes in dynamic, interactive Business Intelligence (BI) reports to gain better understanding of events and your center's performance.

- **Geographic Map Views** – NICE Inform plots caller locations on a map and visually distinguishes between different incident types. Zoom from aerial to street level view and filter by incident types to refine visual information. Drill into underlying data for details, all the way down to playback of recorded communications right from your reports.
- **BI Dashboard Charts** – Monitor current and historical call volumes and other patterns for different CAD incident types to plan for staffing, training and intraday workforce management.
- **Database Connection** - It must be possible for the NICE Inform server to make a connection via SQL to the CAD database, or preferably to the backup database or data warehouse.
- **Call Positions** – To identify the 911 calls associated with CAD incidents, NICE Inform CAD integration assumes that each Call-Taker position defined within the CAD system has a fixed association with a searchable extension ID or telephony recording channel.
- **Radio Positions** – To identify the radio transmissions associated with CAD incidents, NICE Inform CAD integration assumes that each Dispatcher position defined within the CAD system has a fixed association with a searchable talk-group ID or radio recording channel.

## Prerequisites

## Supported CAD Systems

NICE supports Motorola PremierOne, Hexagon (Intergraph), TriTech Total Command and other CAD systems TBC.

## About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the first digital investigation solution for law enforcement that automates and expedites the entire digital investigation process, helping to solve more cases faster. Over 3,000 organizations worldwide rely on NICE Public Safety solutions.

## About Voice Products

Voice Products started in June 1990 and has been selling and servicing products nationwide for voice, video and call recording for over 25 years. More than 4,000 customers in public safety and other industries entrust their customer interaction solutions to Voice Products. Headquartered in Wichita, KS with sales and support offices located strategically throughout the US, Voice Products prides itself on providing the best possible customer experience in order to develop a long-term and beneficial partnership with their clients.