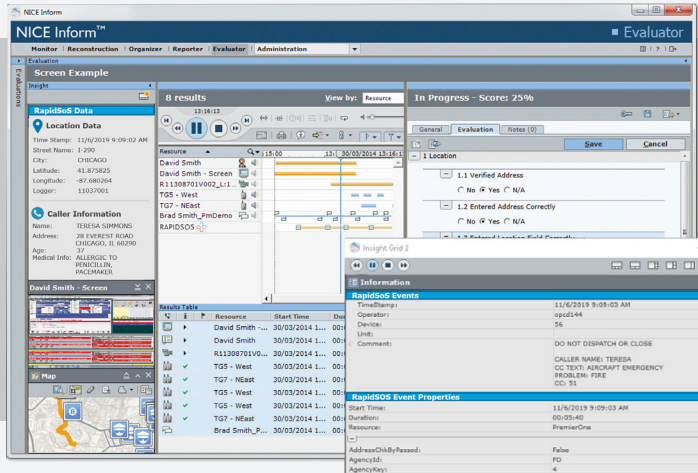


Powering Data-Driven Incident Response, Reconstruction & Reporting



Integration Fact Sheet



“When first responders arrive with life-saving data, the result is up to 7 minutes faster response time.”

– Francesca Dominici, PhD, Director of Harvard Data Science Initiative

Single System of Record of All Incident Information

Used by thousands of public safety agencies for faster response and improved situational awareness, the RapidSOS Clearinghouse provides life-saving data from millions of connected devices directly to 911 and first responders in an emergency. The technology gives 911 centers access to a caller's more accurate device location, saving precious time in an emergency. That same device location data can now also empower your center with more precise post-incident reconstruction and intelligence.

NICE and RapidSOS are transforming emergency response and incident reconstruction by integrating incident intelligence and emergency data Clearinghouse solutions. The integration of the two solutions extends RapidSOS enhanced emergency information beyond real-time incident handling – to provide a **single system of record of all incident information** within NICE Inform – which dramatically enhances incident reconstruction and investigations.

Clear Insights into What Happened, How it Happened, and What's Working and What's Not

The NICE Inform solution uses the ANI (automatic number identification) associated with each call to request the device location data from the RapidSOS Clearinghouse for the device making the call. Once the device location data is captured in NICE Inform, it can be used in a variety of ways:

- **Visual Searching** – Users can draw a box around an area on a map and immediately see all recorded calls that came in during a specific time period, along with the precise call locations.
- **Precise Incident Visualization and Playback** – When selecting any recorded calls for playback, users can visualize the movement of the caller on a map, while synchronously listening to the call recording as it plays back.
- **Incident Intelligence Reporting** – The enhanced location data also fuels the NICE Inform Intelligence Center dashboards. Managers can now quickly pinpoint and visualize the precise location of calls related to any large-scale police, fire or EMS incident, and see what types of incidents are occurring where.

Stores All RapidSOS Data

While RapidSOS interfaces present location information for a few minutes during an incident, NICE Inform connects to the RapidSOS Clearinghouse directly to collect the same data and serves as a repository for extended storage. It stores this data in the same structure as ANI/ALI collected from other sources, and makes it available for incident reconstruction requests and quality assurance reviews.

Visualizes Location Information

NICE Inform provides RapidSOS location data in an Insight View window of incident reconstruction, in addition to a dynamic geo-map interface. It also plots RapidSOS data on a timeline of an incident.

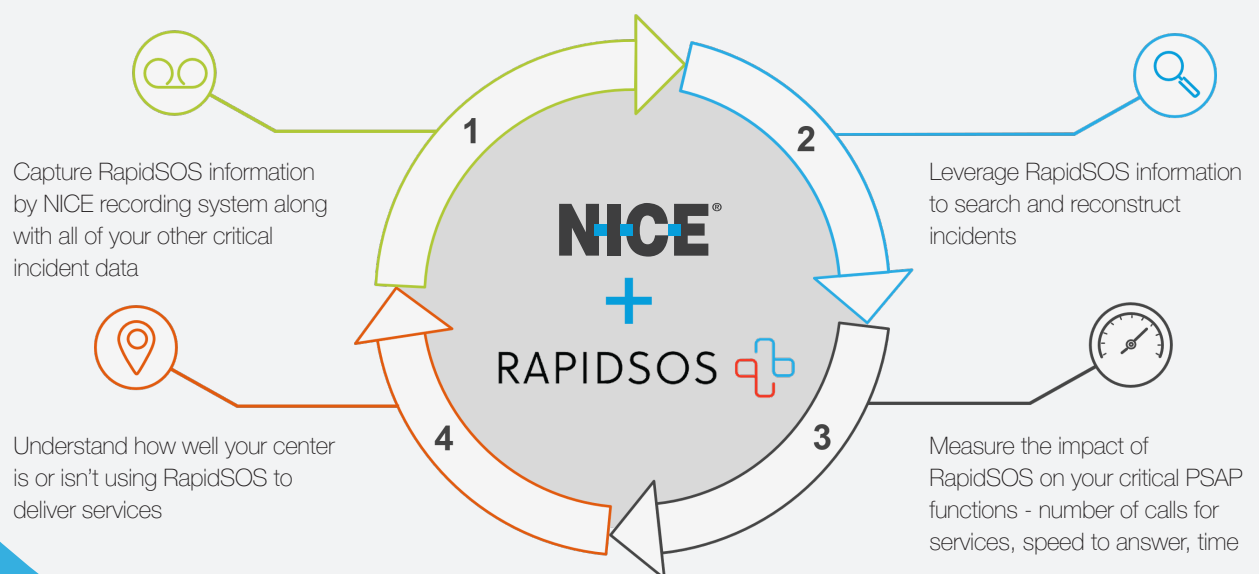
Location Updates for Devices in Motion

RapidSOS collects enhanced location information for both calls to 911 (Android 4 or later, Apple iOS 12 or later) and text-to-911. When the location of the phone is moving, location updates are collected as long as the call is opened. NICE provides a map view of moving location in incident reconstruction, distinguished from traditional ALI data in the user interface.

RapidSOS Metadata Captured

NICE provides capture and extended storage for the following RapidSOS metadata:

- **Standard** – Format Version, Caller ID, Created Time, Location Time, Call Start Time, Source of Location Information, Latitude, Longitude, and Uncertainty Radius
- **Optional** – Caller Name, Altitude, Positioning Method, Uncertainty Confidence, Reverse-geocoded Address, Name of Reverse-geocoded Location, Unique ID of the Reverse-geocoded Location, Civic Address, Latitude and Longitude of the Reverse-geocoded Location, Contact Information of the Reverse-geocoded Location, and more



* Integration requires NICE Inform Professional or Elite 9.1 + UP2.
Visualization on maps available in NICE Inform Elite 9.1 + UP2.

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.

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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.