



## 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.

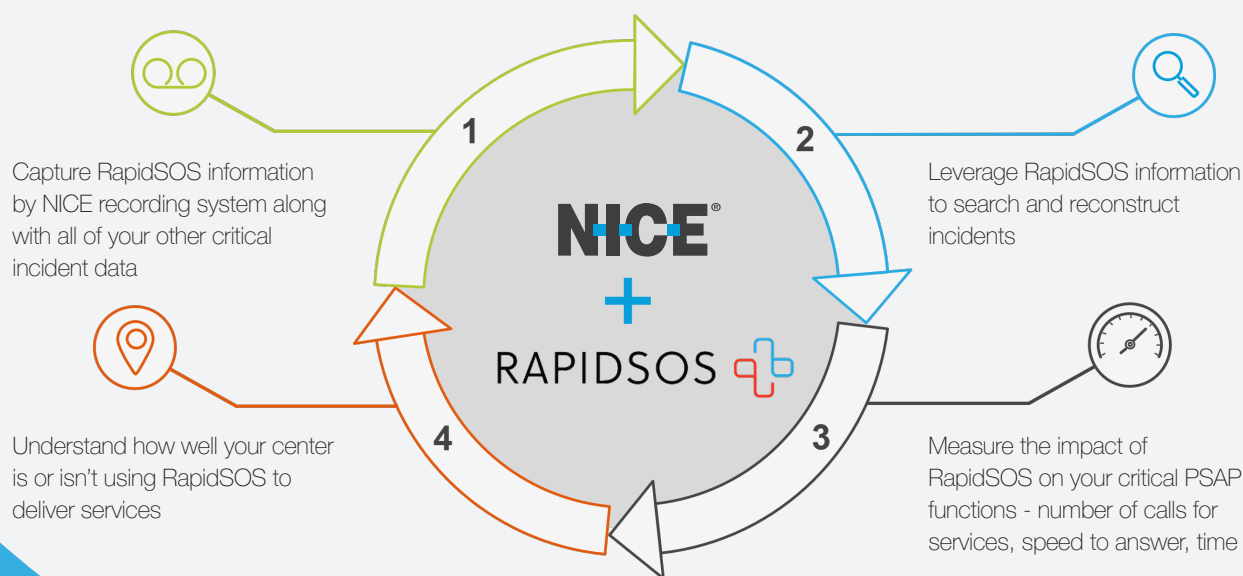
## Location Updates for Devices in Motion

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.