

# Verint Media Recorder for Public Safety

Capture Interactions and Enhance Performance in Mission-Critical Environments

Today's emergency dispatch facilities, 9-1-1 centers, and other public safety organizations need robust, reliable solutions for recording and retrieving interactions across a wide range of communications channels. In addition, they need to evaluate call taker and dispatcher performance to provide coaching and training—particularly as new systems, processes and requirements evolve from NG9-1-1.

Verint® Media Recorder™ is an advanced, digital multimedia recording, retrieval, and quality assurance solution designed to enhance the performance of emergency response, public safety and control room operations. Media Recorder offers superior reliability in mission-critical environments, along with flexible, easy-to-use functionality that can help agencies, departments and organizations meet the demands of NG9-1-1 by:

- Capturing audio, video, text, screen data, telematics, photos and related data, such as telephone numbers and locations, from a variety of sources.
- Live monitoring of PSAP interactions to help ensure adherence to policies and procedures.
- Reconstructing incident scenarios to understand the chain of events.
- Protecting captured interactions from unauthorized access and tampering.
- Evaluating and enhancing call taker, dispatcher, and manager performance at PSAPs.
- Documenting and reporting results efficiently.

## Record and Monitor Traditional, VoIP, and Multiple Media Interactions

Media Recorder provides full-time recording, selective recording, recording on demand, and dial-in recording across digital and analog telephones, trunked and conventional radio systems, telephone lines and trunks, IP phones, short message service (SMS), and PC screens. It can record screens while minimizing network usage and storage requirements and can capture screen changes, including mouse movements and keystrokes, without



## Key Benefits

- Public safety answering points (PSAPs) comply with best practices and government mandates
- Capture and analyze audio, video, text, telematics, maps and other data
- Access information by utilizing data integrations with other core technologies
- Share components or complete solutions in multisite or multi-agency environments
- Evaluate call taker/dispatcher performance
- Web-enabled solution that is quick to deploy, easy to use and administer, and offers superior security, reliability and scalability

disrupting call handlers. In addition to recording interactions, Media Recorder can tag them with information from radio, ANI/ALI, CTI, ICCS, CAD, SMS, and GIS systems to facilitate incident reconstruction.\* Authorized personnel can monitor multiple channels or calls from their desktops in real time and play back contacts in just seconds, helping to quickly confirm details and review conversations that were difficult to understand. Redaction capabilities can enable a beep tone or silence to be inserted into calls to override segments containing sensitive information, helping to protect citizen privacy when the recordings are replayed.

#### Benefit from Quick, Secure Storage and Retrieval

Verint Media Insight Center™, Media Recorder's powerful, intuitive user interface, makes it easy to reconstruct incidents and scenarios by playing back multiple interactions simultaneously, all from a single workstation. To help secure recordings from unauthorized access, users can assign playback and monitoring rights to each user by channel, individual and talkgroup. A playback audit trail can track unauthorized incidents, alerting to potential abuse. For added security, digital fingerprinting shows when a voice or radio recording has been tampered with, while optional AES-256 encryption protects voice and radio data.

Media Recorder can retain large volumes of calls online, as well as archive contents to Blu-Ray media and network-based storage resources. These flexible storage options offer ongoing access to interactions and data, enabling users to review actions and assess performance over time.

#### Evaluate Interactions for Quality Assurance, Training, and Compliance

To help facilitate compliance with industry standards and government mandates on call handling evaluation, Verint offers Agent Interaction Quality™ an easy-to-use quality assurance solution. Agent Interaction Quality is a best-of-breed solution for measuring, analyzing, documenting and improving the performance of call takers and managers. It's especially helpful for training staff on systems and processes arising from NG9-1-1.

Agent Interaction Quality uses point-and-click templates to simplify the creation of evaluation forms and questions. Managers can play back and score calls easily, with only minimal training. A unique calibration feature can measure and compare quality evaluators' scores, showing how they deviate from averages or goals to foster more consistent scoring across an organization.

Agent Interaction Quality also provides comprehensive reporting, making it easy to analyze the performance of call takers and managers. Choose from a variety of standard reports or customize them to meet specific requirements. Users 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. This can reduce administrative burden while fostering information sharing.

#### Benefit from Superior Reliability and Performance

Media Recorder is built on Verint's state-of-the-art recorder technology and reflects 20 years of continuous research and development. Users have access to the platform through a browser-based interface that is simple, powerful and intuitive. This helps free organizations from the cost and complexity associated with proprietary systems and can dramatically reduce the cost of hardware, system administration and support.

\* Some functionality may require custom integration.

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