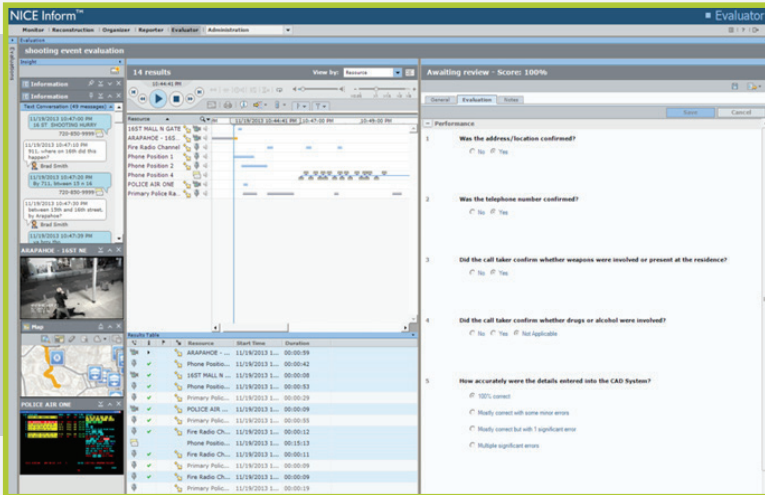


NICE ■ Inform

Elevate Your Quality Assurance with Workflow Automation



Evaluator



“In addition to cost savings, we experienced improved employee morale at the same time that our staff was becoming more efficient and professional.”

- Jhonnie Ortiz, Public Safety Support Manager, Fort Worth Police Department, Texas

NICE Inform Evaluator is a public safety quality assurance and improvement (QA/QI) solution that helps control rooms reduce risk and improve emergency response – by identifying call taker and dispatcher knowledge gaps and compliance weaknesses, so they can be proactively addressed through coaching and training. By involving call takers and dispatchers in the QA process, providing specific feedback and recognising exemplary performance, control rooms can also improve employee engagement, accountability, professionalism and job satisfaction.

Automates Manual Processes

Manually hunting for the correct number and type of prescribed calls to evaluate is very time consuming. This could be better spent coaching employees, or even reviewing more calls. NICE Evaluator's automated, rules-based call selection cuts evaluation time in half, while increasing objectivity and consistency of your QA/QI programme – which instills confidence.

Support for APCO NENA QA/QI and CALEA Standards

NICE Evaluator can be easily configured to support evaluation forms recommended by the latest APCO NENA ANSI-approved standard for QA/QI. The evaluation forms can be adapted to your agency's requirements. Customisable reports help management identify best practices and areas requiring attention to ensure continuous improvement.



Seamless Experience with One Interface

As an integrated module within the NICE Inform application suite, NICE Evaluator uses the same interface as the recording and incident reconstruction solution so you have everything you need, right at your fingertips.

Customisable Forms for Objective Review

Maximise the impact of your evaluations with customised call taking and dispatch QA evaluation forms. QA analysts and supervisors can easily score for protocol compliance, knowledge, empathy and other important criteria. You can tailor evaluation questions and forms to different job responsibilities, seniority, types of incidents, or anything else that's important to you. In addition to measuring individual performance, you can assess whether call taking and dispatching processes are functionally efficient.

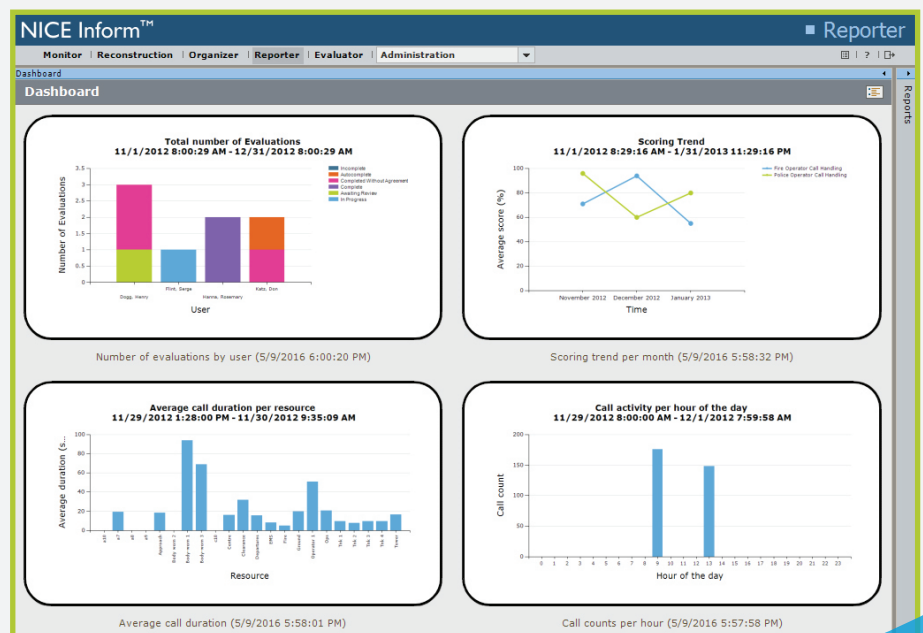
Evaluate Single Calls of Entire Incidents

Evaluate a single call, a text message interaction, or the entire incident. Armed with complete incident information, management can gain substantially more insight into the incident handling process, teamwork, and individual contributions, which helps them identify best practices and areas requiring attention and improvement.

NICE Inform Reporter

The NICE Inform Reporter module not only provides QA reports on individual employee and incident performance, it also delivers valuable insights on the overall performance and service quality of your control room.

- **QA Reporting** – Based on ongoing QA reviews, these reports provide insight on the performance of individual call takers and dispatchers, teams/shifts and the entire center.
- **Call Activity Reporting** – Get insight into the volume of phone calls and radio communications on various days and times, so you can make better staffing decisions.



About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency control rooms 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 control rooms 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 organisations worldwide rely on NICE Public Safety solutions