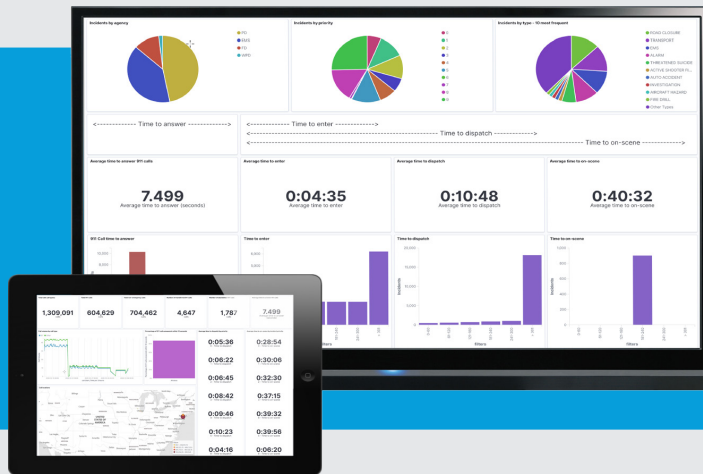


NICE ■ Inform

Optimize Performance with Insights into the Metrics that Matter



Intelligence Center



Your ability to deliver timely, accurate responses is crucial for the safety of your community and for your staff retention. Without a firm grasp of the status of your operations, oversights can endanger lives. But spreadsheets and disjointed system reports are untimely, labor intensive, error prone, and difficult to interpret and act on. NICE Inform Intelligence Center liberates you from reporting inefficiency and a risk of hidden issues getting out of hand. We've broken down the barriers of bringing together, analyzing and acting on your operational, phone, text-to-911, CAD and quality metrics in near-real time – all you need to make confident decisions is now at your fingertips.



All Metrics that Really Matter Visualized in One Place



Drill-through Charts and Maps on Any PC or Mobile Device



Easy to Customize Metric Views without IT Assistance



Consolidated Data from CAD, Phone, Radio and QA Systems

Find Surprises Before They Find You

Why wait for standard, disjointed reports when you can see, dynamically explore and act on your consolidated metrics now? NICE Inform offers the best command center intelligence tool built specifically for emergency dispatch centers from the ground up.

- **Select and visualize metrics your way** – start from a menu of **100+ out of the box metrics** in charts, reports and performance indicators to keep track of trends and current status. **4 out of the box consolidated dashboards** let you organize metrics. Automated color coding keeps metric indicators actionable by providing at-a-glance view of on-target versus below-threshold metrics, prioritizing issues that require timely attention.
- **Visualize calls and incident types and events on interactive maps** – easily find all communications related to the same incident by using dashboard maps that show the location of 9-1-1 callers, mobile phone calls, text messages, and CAD incident locations.
- **Drill through charts, maps and metrics to get to the root cause** – your journey from top-level, summary information through group and user level detail, all the way down to playback of recordings can be travelled in seconds. Now you can get to the root causes of critical issues and opportunities before unpleasant surprises ruin your day.
- **Align and empower everyone with the right metrics at the right time** – access personalized dashboards on PCs, tablets, or broadcast information on TV wallboards.



Consistently Measure the Metrics that Matter

NICE Inform Intelligence Center can combine and visualize telephony, text messaging and CAD data to provide a complete view of performance from call taking to dispatch and on-site response. Relating this data to Quality Assurance evaluations provides better insights into adherence to policies and procedures and associated training and coaching priorities, as well as frequency of evaluation of communications that deal with specific types of incidents. Most metrics can be tracked by CAD incident type, priority, and dispatched agency:

Call Taking	Dispatch / CAD	Quality Assurance
<ul style="list-style-type: none">Real-time updates on answer time and time to dispatch% of 911 vs. admin calls% calls answered within 'X' secondsTransfers and abandonsCall volume and duration by communication channel	<ul style="list-style-type: none">Call volume and duration by CAD incident typesIncident response time from "hello" (call answered) to "hello" (unit arrived on scene)Number of calls answered and dispatched by agency served (police, fire, EMS)Incident locations in map view	<ul style="list-style-type: none">QA scores above vs. below goalQA scores by CAD incident types# of evaluations by score rangesQA scores by call taker or dispatcherScheduled, in-progress and completed QA evaluations

Everyone Wins with NICE Inform Intelligence Center

Drive accountability by aligning and empowering employees with personalized information that helps them improve their effectiveness.



Chiefs and Directors – PC and mobile dashboards provide an at-glance view of performance status across your entire PSAP operation. Automated reporting and mapping saves considerable time and resources.



Managers and Supervisors – high-priority metrics in click-through charts and performance indicators empower managers to identify and resolve issues faster and more accurately. Effectively relate workload and its fluctuation to available staffing and QA of emergency response.



QA Evaluators and Trainers – timely metrics improve tracking of quality evaluation workload, results, and opportunities for improvement.



Call Takers and Dispatchers – display dashboards on wall-mounted TVs to empower frontline employees to work together to meet performance goals.



IT and System Administrators – Easy to implement, configure, maintain and adapt to changing needs. Web based architecture reduces hassles with user security administration.

Browsers

Multiple browsers and client operating systems are supported.

- Internet Explorer 11+ (Windows)
- Firefox (Windows)
- Chrome (Windows and Android)
- Safari (Mac and iOS)

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 leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organizations worldwide rely on NICE public safety solutions.