

# TOP **6** MUST-HAVES for Selecting Your Next Gen Recording Partner

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# Introduction

With all the changes happening in the 9-1-1 industry, choosing the best, future-proof recording system for your emergency communications center has never been more important. NG9-1-1 and Public Safety LTE are shattering concepts of traditional 'voice logging' as they're adding to the complexity of communications recording, incident reconstruction and Quality Assurance and Improvement (QA/QI). Today, it's not just about choosing the right solution; you need to select a Next Gen Recording Partner with strength, experience and staying power. Here are 6 "Must Haves" that every 9-1-1 center leader or technologist should consider.

# MUST-HAVE 1

Future Proof: Ready  
for What's Next



Next Generation 9-1-1 (NG9-1-1) is transforming the emergency communications landscape with new citizen communication channels, and shared IP networks (ESInets) that promise to eliminate technology duplication, bolster interoperability and reduce infrastructure costs.

As NG9-1-1 takes hold, your PSAP will need to manage more types and larger volumes of multimedia information, such as voice, video and texts. And you'll need to be able to seamlessly assemble all of this information together after-the-fact to ensure comprehensive incident reconstruction, quality assurance and continuous improvement.

If you're in the market for a new communications recording solution, make sure it's future-proof and NG-capable.

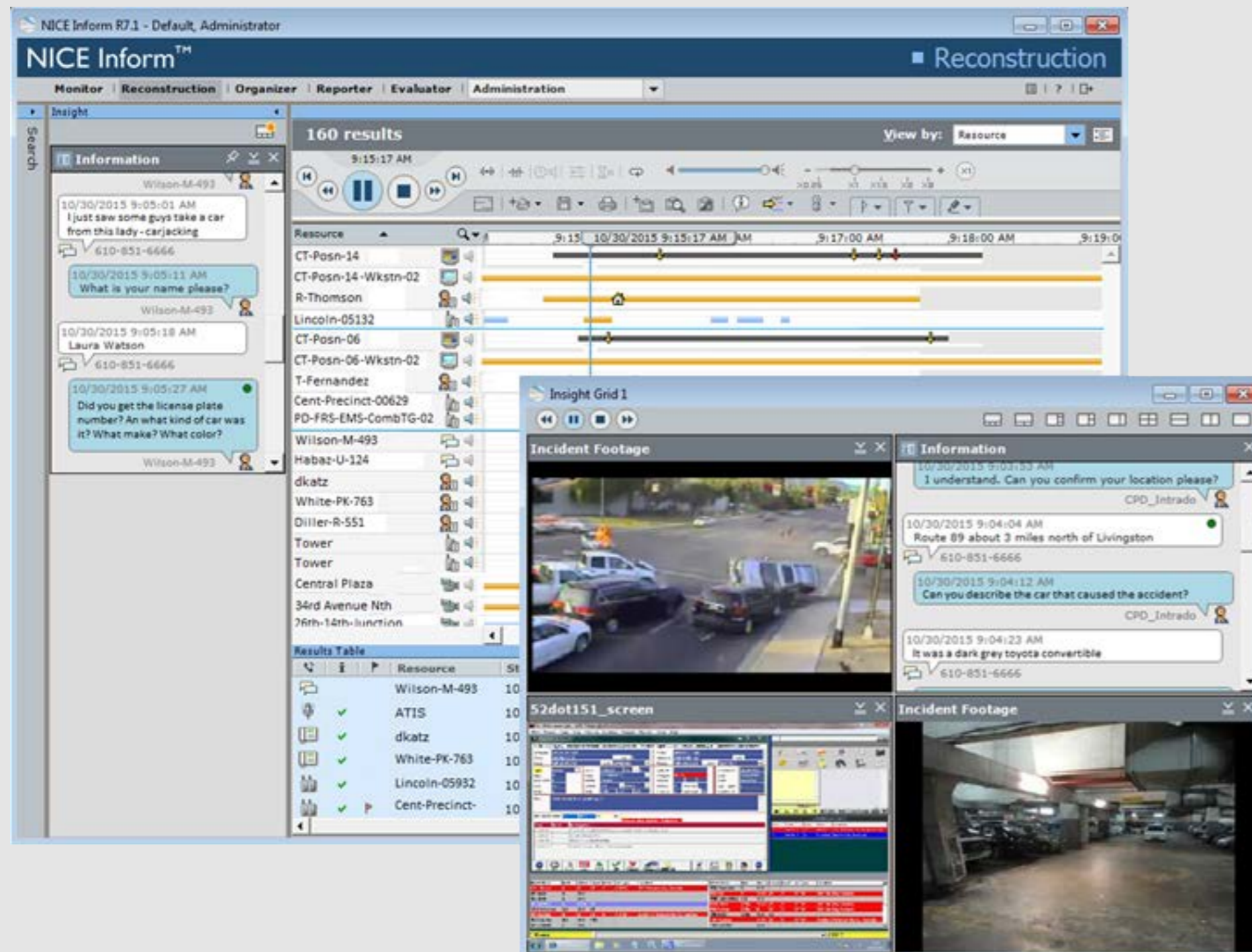


NG9-1-1 is transforming the emergency communications landscape.

# MUST-HAVE

# 1

# Future Proof: Ready for What's Next



Look for a solution like **NICE Inform** that: Captures complete multimedia information – voice, radio, SMS texts, screens, CAD data, GIS, video, telematics and more – and puts it into proper context on an incident timeline for comprehensive understanding of the who, what, when, where, and why.

# MUST-HAVE 1

## Future Proof: Ready for What's Next

Supports your current radio and telephony environment

...while enabling a seamless migration to NENA i3-compliant NG emergency communications and P25, without the need for extensive user retraining or forklift upgrades.

Supports direct text-to-911 integrations

...with top text providers, and goes beyond simply capturing 911 texts to enable you to search for, retrieve, export, save and share text conversations for investigations. Make sure you can save exported texts in various formats, along with complete metadata (e.g. caller ID, location, date/time stamps, etc.), for comprehensive insight into who texted, from where and when, and what was said.

Is modular and flexible

...to address your agency's needs as they evolve. For example, maybe you want to start with audio recording, then add other capabilities like text-to-911 recording, audio analytics, quality assurance, reporting, etc., later on. Make sure the solution can scale and grow with you to protect your investment. It will save you money and headaches in the long run

Is Next Generation 9-1-1 ESInet cloud-ready

...to support hosted environments including statewide and regional ESInets. Typically, cloud-ready solutions: are virtualized, offer secure access through a web browser interface and provide multi-tenancy support.

# MUST-HAVE 2

Strong Technology  
Integration Partnerships





PSAPs face an ever-changing landscape of technology and growing citizen expectations. In this disruptive environment strong technology partnerships are more essential than ever.

PSAPs need integrated systems that work together to help them more effectively and efficiently manage, capture and analyze the entire spectrum of emergency communications.

Regardless of where your PSAP is today in planning for text-to-911, NG9-1-1, or P25, investing in future-ready technology that's integrated, certified, and field-proven is a prudent strategy.



Strong  
partnerships are  
now more  
essential than  
ever.

# MUST-HAVE

## 2

# Strong Technology Integration Partnerships

### Direct certified integration

Does the recording solution provider already have direct, certified integrations with leading NG9-1-1/text-to-911 call handling and P25 radio systems? If so, which ones?

### Unique co-development partnership

Does the recording provider enjoy a unique co-development partnership with your radio, NG9-1-1 and Computer Aided Dispatch (CAD) solution providers that translates into direct benefits for you?

### Field proven

Are the integrated solutions actually installed and operational (field proven) anywhere, and if so where?

# MUST-HAVE 3

CAD Integration and Analytics:  
Complete Media Requests  
and QA Reviews 50%+ Faster



Integrating and enriching your recording solution with your Computer Aided Dispatch (CAD) data saves time and improves the value of incident evidence. It eliminates unnecessary steps in searching for recordings as you respond to media requests and perform Quality Assurance reviews. Instead of going to CAD first to manually look up time ranges of recorded communications, now simply search by CAD incident ID or type to retrieve all incident-related call audio, radio transmissions, text-to-911 messages and workstation screen video. Examples of incident data accessed from CAD systems:

- Incident ID
- Incident Severity
- Call Taker and Dispatcher Involved
- Incident Type
- Report Number
- Comments
- Incident Status
- Incident Date/Time
- Other CAD data



NICE takes away the guesswork from trying to match CAD records to audio recordings – it does it for us automatically. It has already cut our audio request processing time in half.”

- Karin Marquez,  
Communication Supervisor,  
Westminster Police Department,  
Colorado

## Expedite Searches and Investigations

Simplify complex multimedia incident reconstruction. CAD incident data is automatically associated with ALL types of recorded communications. Simply search for recorded telephone and radio audio and text communications in one step, based on one set of CAD parameters.

### CAD Search

CAD incident number:

Show last:

Show from:

to:

#### Additional Search Fields

ReportNumber

CurrentPriorityKey

IncidentTypeCode

## Improve Quality Assurance

Improve the focus, efficiency and value of your quality assurance program. Combine CAD data parameters such as incident type or severity with other metadata in your rules for automated selection of the prescribed number and type of recordings for evaluation of call taker 911 communications and dispatcher radio transmissions. For example, schedule any number or all priority one or cardiac arrest incidents for QA review.

General | **CAD Selection Criteria** | Form | Evaluator | Operator

Selected calls must match:  
 All criteria  
 One or more criteria

Criteria			
i	Field	Operator	Value
	InitialPriorityKey	Equals	1
	AgencyName	Equals	Fire

## Expedite Searches and Investigations

See the complete incident on a timeline, including CAD system events such as dispatch of units or on-scene arrival displayed on a timeline alongside synchronized media recordings—calls, radio transmissions, text-to-911 communications and operator workstation screen video. Easily reconstruct the flow of information, events and actions.

The screenshot displays the NICE Inform software interface for incident reconstruction. The main window shows a timeline of events for an incident on 05/03/2013. The timeline is titled '807 results' and includes a search bar and a 'View by: Resource' dropdown. The timeline shows various events such as 'Operator A CAD Position', 'Unit Dispatch', 'Unit On Route', 'Unit On Scene', and 'Scene Clear'. A 'Results Table' is visible at the bottom, listing events with columns for Resource, Start Time, Duration, and other details.

Resource	Start Time	Duration	Ch	U
Metro south	05/03/2013 1...	00:00:25	21	7212
Traffic	05/03/2013 1...	00:01:18	21	7212
Metro south	05/03/2013 1...	00:00:25	5	7212
Traffic	05/03/2013 1...	00:01:18	5	7212
Intrusion Video	05/03/2013 1...	05:00:00	3	11308701
Intrusion audio	05/03/2013 1...	05:00:00	5	11308701
Vehicle Detec...	05/03/2013 1...	04:26:54	3	124236178
Intrusion A	05/03/2013 1...	00:00:00	5	11308701

# MUST-HAVE 4

Quality Assurance:  
Let Technology Do the  
Work For You



Emergency communications centers are a lifeline in times of crisis and they rely on Quality Assurance and Improvement (QA/QI) to ensure that telecommunicators are handling 9-1-1 calls consistently and according to protocols.

But manual methods for evaluating calls demand inefficient call searches that often take more time than the actual call assessment. Consequently, supervisors don't have enough time left to evaluate sufficient number of calls to get an objective picture of each telecommunicator's strengths and lapses. This process also tends to ignore the fact that some calls are more critical than others – the most coachable calls can evade manual, ad-hoc selection.

To help address these challenges, select recording companies offer electronic QA solutions. But again, not all QA solutions are created equal.



“All of the training in the world is useless if the professional telecommunicator isn't being continuously monitored and reinforced for proper procedures.”

- APCO NENA QA/QI ANSI Standard Foreword

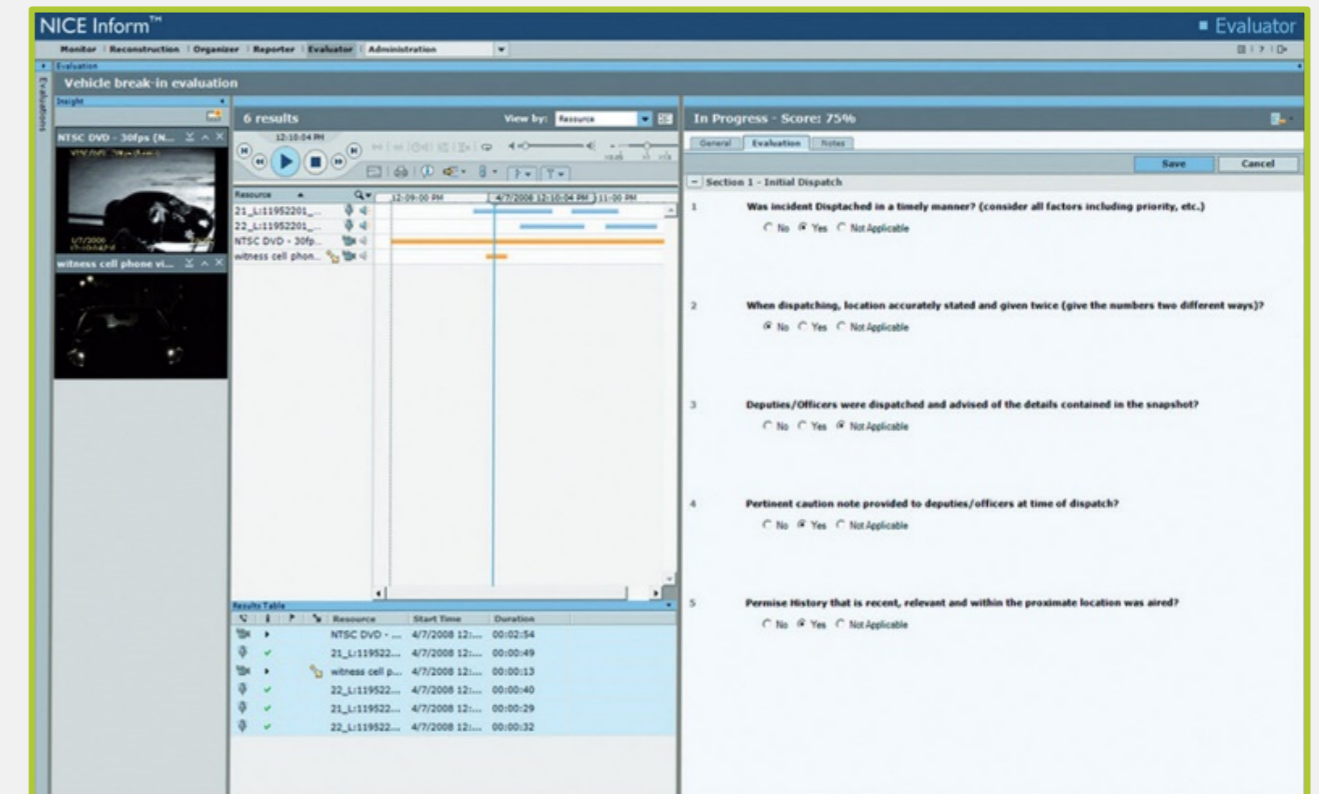


## Automated Call Scheduling using Call and CAD Data

Let the system auto-select the right number and types of calls (using CAD priority and incident type data) for each telecommunicator. Include random spot-check as well as premeditated criteria in your selection rules.

## Pre-Programmed Library of QA Form Templates

Editable evaluation forms based on APCO/NENA standard are included to jump-start your QA process. Or easily enter your own.



NICE Inform Evaluator automatically selects and assigns calls for evaluation alongside the electronic QA evaluation form.

### Ability to Review the Whole Call

Not just the intake piece (as recommended by the new APCO/NENA QA/QI standard). This will also become more critical with the transition to NG9-1-1 and LTE as calls will become more complex to review and evaluate.

### Automated Reports

Supplement or replace manual reporting that adds further delays into the QA cycle. Auto-generated reports are far more actionable – they keep track of performance gaps and trends in real time.

### Integration with Priority Dispatch & APCO

Playback call recordings directly within Priority Dispatch AQUA Evolution and APCO 911 Adviser – double your QA case review productivity by not having to waste time toggling back and forth between systems.

# MUST-HAVE 5

User Group:  
Strength in Numbers



# MUST-HAVE **5** User Group

You've probably heard the saying "strength in numbers." Today's tier 1 technology companies such as NICE offer user groups as a way for their customers to provide and receive peer-to-peer support.

**PUBNUG**

User groups, such as the NICE Public Safety User Group (PUBNUG) also give customers a way to suggest product enhancements, share best practices, participate in education and training, network with other members, join discussion forums, ask questions and get answers – so they can get the most out of their technology today while preparing for what's next. When evaluating potential Next Gen Recording partners, look for a company with an established user group community.



Text-to-911, NG9-1-1 and Public Safety LTE are fundamentally altering public safety communications. In this disruptive, dynamic environment it's more important than ever that PSAP leaders have a forum to share information and ideas, and learn from each other.

# MUST-HAVE 6

Strength, Experience  
and Staying Power

In Public Safety communications, the landscape may be dramatically shifting, but one thing remains the same: 9-1-1 is mission-critical. You need a Next Gen Recording Partner that has the strength, experience and staying power to support you along the way.

Look for a company with:

- Financial strength and stability
- Voice over IP (VoIP) experience
- Large R&D investment
- Comprehensive service and support



NICE's pace of innovation, the breadth and depth of solutions, and its commitment and experience serving the needs of the public safety market continue to impress."

- Brendan Read,  
Senior Industry Analyst,  
Digital Transformation,  
Frost & Sullivan

### Financial Strength and Stability

Look for a strong, stable and profitable company with demonstrated staying power. Weed out smaller, undercapitalized, fly-by-night vendors. Make sure your Next Gen Recording Partner is in it for the long-haul.

### VoIP Recording Experience

IP is the future. Look for a company that has strategic partnerships with leading Next Generation IP telephony and radio vendors, and significant experience in both VoIP and RoIP recording. Who is the company strategically partnered up with? Are the company's solutions fully integrated, tested and certified? How many channels of VoIP and RoIP recording has the company successfully deployed?

### R&D Investment

How much does the company reinvest back into R&D? How big is its R&D organization dedicated to public safety solutions? Does it hold any relevant patents? Does it have a record of innovation and growth, both organically and through strategic acquisitions? Does the company have a future roadmap that aligns with your vision and needs?

### Comprehensive Service and Support

Finally, make sure the Next Gen Recording Partner you choose backs up its innovative solutions with outstanding service and support, whether it's provided directly or through authorized support partners. How large and skilled are the vendor's service and support teams and how will they support you before, during and after your installation?

# In Summary

As the market leader with a 30-year track record, NICE has deployed a million-plus channels of IP recording, employs over 80 R&D professionals dedicated to public safety alone, and has an extensive ecosystem of certified implementation and support engineers, along with dozens of experienced regional partners.

Making the right decision about your next Next Gen Recording Partner has never been more time sensitive or critical. Follow the 6 “Must Have” guidelines in this E-book and your choice should be easier.



# learn more

Call 866-999-NICE ■ Email [PSInfo@NICE.com](mailto:PSInfo@NICE.com)

Or download our free report by visiting:

<http://info.nice.com/911-Recording-and-QM-Report>

