# NICE

EVIDENCENTRAL

NICE Inform
Intelligence Center

Real-time Performance Metrics

**TRUTH
DEPENDS
ON IT** ™

OPTIMIZE PERFORMANCE WITH INSIGHTS INTO THE METRICS THAT MATTER

Your ability to deliver timely, accurate responses is crucial for the safety of your community and for 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. It removes the barriers of bringing together, analyzing and acting on your operational, phone, text-to-911, CAD and quality metrics in near-real time – Everything you need to make confident decisions is now at your fingertips.
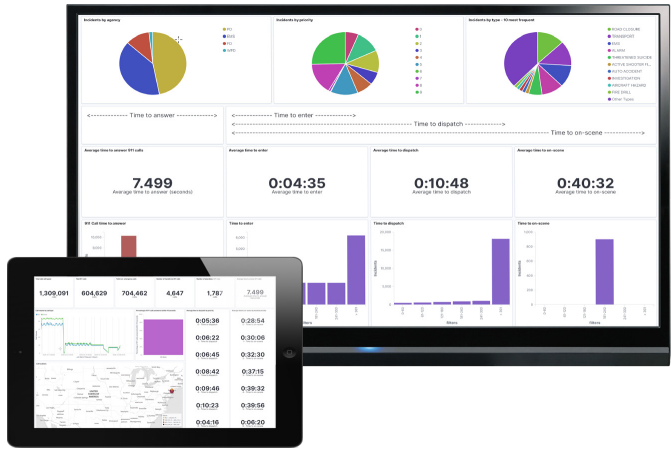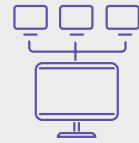
All of the Metrics that Really Matter Visualized in One Place

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**'s command center intelligence tool is 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. 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

- Real-time updates on answer time and time to dispatch
- % of 911 vs. admin calls
- % calls answered within 'X' seconds
- Transfers and abandons
- Call volume and duration by communication channel (phone, radio, mobile text)

Dispatch / CAD

- Call volume and duration by CAD incident types
- Incident 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

Quality Assurance

- QA scores above vs. below goal
- QA scores by CAD incident types
- # of evaluations by score ranges
- QA scores by call taker or dispatcher
- Scheduled, 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.

NICE

TRUTH
DEPENDS
ON IT ™

About NICE Public Safety & Justice

With over 3,000 customers and 30 years' experience, NICE helps all types of public safety and criminal justice agencies, from emergency communications and law enforcement, to prosecutors and courts, digitally transform how they manage digital evidence and data from beginning to end, to get to the truth faster. NICE's Evidencentral platform features an ecosystem of integrated technologies that bring data together to give everyone a single view of the truth, enabling public safety and justice agencies to do what they do better – whether it's responding to incidents, investigating and building cases, or prosecuting crimes. With comprehensive digital transformation solutions that can be deployed across entire counties and states, NICE also helps everyone work better together, so justice flows more smoothly, from incident to court.

nicepublicsafety.com