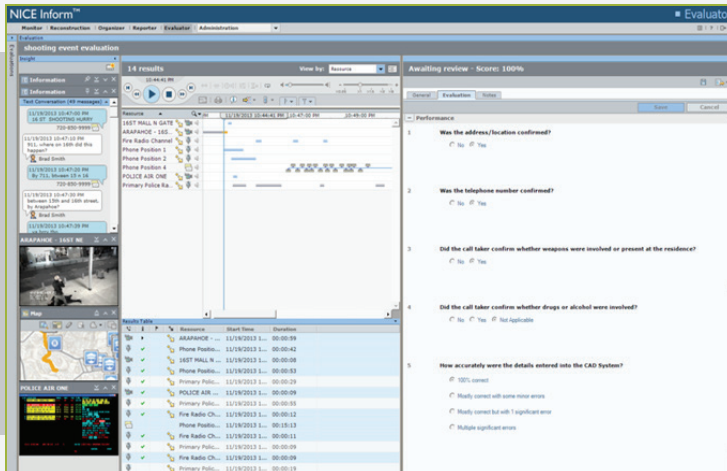


# NICE ■ Inform

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.”

– Jhonnies 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 PSAPs reduce risk and improve emergency response – by identifying telecommunicator knowledge gaps and compliance weaknesses, so they can be proactively addressed through coaching and training. By involving telecommunicators in the QA process, providing specific feedback and recognizing exemplary performance, PSAPs can also improve employee engagement, accountability, professionalism and job satisfaction.

## Automates Call Selection

Manually hunting for the correct number and type of prescribed calls to evaluate is very time consuming. This is time 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 program – which instills employee 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. Customizable reports help management identify best practices and areas requiring attention to ensure continuous improvement.

## Email Notifications and Arbitration Process Ensures Timely Review

To ensure evaluations are reviewed by in a timely manner, email notifications can be set up to notify employees when an evaluation has been completed. With a built-in arbitration process, operators are able to sign off on their evaluation or enter their objection(s) to it, even before the ratings are finalized.

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## Seamless Experience with One Interface

## Customizable Forms for Objective Review

## Evaluate Single Calls or Entire Incidents

## NICE Inform Reporter

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.

Maximize the impact of your evaluations with customized 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 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.

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 communications center.

- **QA Reporting** – Based on ongoing QA reviews, these reports provide insight on the performance of individual telecommunicators, 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 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 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 organizations worldwide rely on NICE Public Safety solutions.