

# IMPACT 360<sup>®</sup>

## Speech Analytics Essentials for Audiolog<sup>™</sup>



Impact 360 Speech Analytics Essentials for Audiolog can help emergency dispatch facilities, 9-1-1 centers, and other public safety answering points process recorded conversations for valuable insight.

### Now You Can:

- Facilitate investigations by obtaining insight quickly from thousands of recorded calls.
- Spot trends before they escalate into larger, more widespread issues.
- Improve processes and training by analyzing audio from recorded calls.
- Access and share information quickly within your agency and with other organizations — helping to enhance homeland security and meet the objectives of Next-Generation 9-1-1.
- Benefit from an easy-to-use speech analytics solution that provides functionality right out of the box.

Today's emergency dispatch facilities, 9-1-1 centers, and other public safety answering points (PSAPs) must respond quickly and appropriately to a wide range of situations. But their scope of responsibility can also include assisting with investigations, training staff, complying with changing standards and guidelines, and spotting trends and potential problems before they escalate into widespread or critical issues — all with minimal budget and resources.

While call recordings can help public safety organizations address these tasks, they alone typically aren't enough. Few organizations have the time or staffing required to listen to hundreds — perhaps thousands — of calls to glean critical facts for investigations, process improvements, trend spotting, and training. And while quality assurance software is becoming a must-have tool for reviewing random samples of calls, it's still easy to miss insights and opportunities that may be hidden in the vast number that aren't examined.

That's why Verint<sup>®</sup> Systems offers **Impact 360<sup>®</sup> Speech Analytics Essentials for Audiolog<sup>™</sup>**. This innovative speech analytics solution leverages technology developed for the intelligence community and consumer contact centers to provide agencies and PSAPs with additional, valuable insights across all their 9-1-1 call recordings. It's a practical, cost-effective solution that can put speech analytics within the reach of local emergency communications centers — without the need for specialized analytics expertise.

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# Obtain Insight from Captured Information

Flexible and easy to use, Impact 360 Speech Analytics Essentials for Audiolog can process recorded interactions to uncover trends in 9-1-1 calls that can lead to more proactive, preventative responses. It can help investigators discover key facts from captured interactions as well as reveal opportunities for improved training and processes.

Right out of the box, Impact 360 Speech Analytics Essentials for Audiolog can process 9-1-1 interactions and automatically transcribe audio into data that can be mined for intelligence. The solution can automatically identify words and phrases that are being mentioned more or less frequently during a specified period of time. This information is displayed on the software's home page, making it easy for supervisors, investigators, and others in your organization to spot potential problems and take action right away.

For example, the solution can identify a sudden escalation in the number of times callers use words such as "gang," "dealing," "hanging around," and "Main Street," alerting you to a potential problem in a particular location. You can redirect your resources immediately to isolate issues and suspicious activities and take corrective action before the situation escalates.

## Search Calls Efficiently

In addition to proactively isolating trends, Impact 360 Speech Analytics Essentials for Audiolog can enable you to search recorded calls for terms of interest. Its intuitive, guided search capabilities resemble those used by popular Internet search engines, making it easy to build a focused search and find relevant calls quickly — a key benefit for investigations and routine court responses.

You can search by individual words or phrases, or take advantage of the solution's advanced visual, context-based suggestions. You can even conduct complex searches to zero in on call openings, for example, or to include or exclude contacts containing a particular word from search results, and more.

Results are returned within seconds, providing you with information that you can share within and beyond your organization, as necessary. This can be particularly helpful for meeting the increased data-sharing objectives associated with Next-Generation 9-1-1. Search parameters can be saved and reused — a useful feature in prolonged investigations, where a subset of calls may be examined repeatedly.

You can even isolate specific calls that represent best practices for call taking, then use them as "training clips" for your staff. Hearing actual responses to real-life call scenarios can be a powerful tool for helping staff members build critical skills. It can also serve as a catalyst for improving processes within and beyond your organization, as well as for addressing difficult issues, such as employee stress and morale.

## Use Captured Information for Informed Decision Making

Impact 360 Speech Analytics Essentials for Audiolog provides data visualization tools and clickable charts to help make critical information available in a visual format. Viewing this data can provide valuable insights even before you begin to search for contacts or play back calls. A wide range of out-of-the-box reports can enable you to present captured data for individual users, teams, or other agencies. Reports can be exported as PDF documents or in spreadsheet format to facilitate sharing.

## Gain the Advantages of Impact 360 for Public Safety

Impact 360 Speech Analytics Essentials for Audiolog is an offering within Impact 360 for Public Safety, an analytics-driven workforce optimization solution from Verint Systems. Impact 360 for Public Safety combines call recording, playback, and storage with functionality for quality assurance (QA), incident investigation and analysis, employee coaching and training, speech analytics, and citizen surveys. With this reliable, easy-to-use solution, agencies, communications centers, and PSAPs can enhance performance, minimize liability, and meet new challenges arising from Next-Generation 9-1-1. Contact your Verint representative for more information.

For more information please call:



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## Verint. Powering Actionable Intelligence.®

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