

**NiCE**

**NiCE | Inform**

# Intelligence Center

PSAP Performance Reporting Dashboards

Part of the

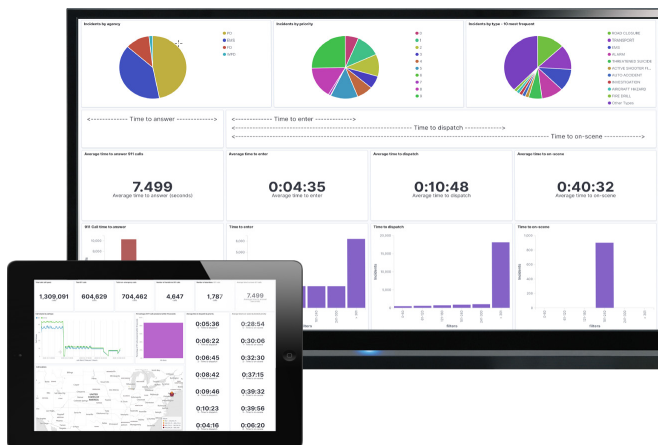
**EVIDENCENTRAL**  
platform



**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, using PCs, tablets, or TV wall boards. Everything you need to make confident decisions is now at your fingertips.



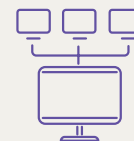
**All of the Metrics that Really Matter Visualized in One Place**



**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, Text-to-911 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 performance metrics now? NICE Inform's 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, 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 incidents and 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.

- Actionable insights with thresholds and alerts**

Customizable graphical thresholds immediately highlight when metrics exceed acceptable values. Automated alerts promptly notify management of issues such as slow answer time, slow dispatch time, absent recordings, or abandoned call rate.

# CONSISTENTLY MEASURE THE METRICS THAT MATTER

**NICE Inform Intelligence Center** is a set of secure, highly configurable, browser based, drill-through dashboards that combine telephony, CAD, radio, Text-to-911 and QA evaluations data to provide a complete view of Emergency Communications Center 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 Summary Dashboard	Call Taking Dashboard	Incident Lifecycle Dashboard	QA Evaluations Dashboard	Text-911 Summary Dashboard	Radio Dashboard
<ul style="list-style-type: none"> <li>Incidents by Agency</li> <li>Incidents by Priority</li> <li>Incidents by Type</li> <li>Total 911 Calls</li> <li>Average 911 Call Time to Answer</li> <li>Number of Abandoned 911 Calls</li> <li>Total Number of Non-Emergency Calls</li> <li>Total Calls (All Types)</li> <li>911 Call Locations</li> <li>% 911 Calls Answered &lt;= 10seconds</li> <li>Average time to Dispatch by Priority</li> <li>Average Time to On-Scene by Priority</li> <li>Incident Volume by Priority within Agency</li> </ul>	<ul style="list-style-type: none"> <li>Incidents by Agency</li> <li>Incidents by Priority</li> <li>Incidents by Type</li> <li>911 Calls Over Time</li> <li>Abandoned 911 Calls Over Time</li> <li>Highest Average 911 Call Answer Time by Call Taker</li> <li>Lowest Average 911 Call Answer Time by Call Taker</li> <li>Average Answer Time per Day of Week</li> <li>Average Answer Time per Hours of Day</li> <li>Highest Average Time to Enter per CAD Call Taker</li> <li>Lowest Average Time to Enter per CAD Call Taker</li> <li>Average Time to Enter per Day of Week</li> <li>Average Time to Enter per Hour of Day</li> </ul>	<ul style="list-style-type: none"> <li>Incidents by Agency</li> <li>Incidents by Priority</li> <li>Incidents by Type</li> <li>Average Time to Answer 911 Calls</li> <li>Time to Enter</li> <li>Average Time to Dispatch</li> <li>Average Time to On-Scene</li> <li>911 Call Time to Answer (count by seconds)</li> <li>Time to Enter (count by seconds)</li> <li>Time to Dispatch (count by seconds)</li> <li>Time to On-scene (count by seconds)</li> <li>Highest Average 911 Call Answer Time by Call Taker</li> <li>Highest Average Time to Enter per CAD Call Taker</li> </ul>	<ul style="list-style-type: none"> <li>Highest Average QA Score Per Evaluated User</li> <li>Average Section Percentage Score</li> <li>Average Section Actual Score</li> <li>Average Percentage Score Over Time</li> <li>Average Percentage Score Over Time per Section Per Form</li> <li>Average Evaluation Actual Score</li> <li>Average Evaluation Actual Score Percentage</li> <li>Number of Evaluations Per Form</li> </ul>	<ul style="list-style-type: none"> <li>Incidents by Agency</li> <li>Incidents by Priority</li> <li>Average Time to Dispatch/ On-Scene by Priority</li> <li>TEXT-911 conversations over time</li> <li>Average TEXT-911 response time per hour of day</li> <li>Average Time to On-Scene by Priority</li> <li>Highest average TEXT-911 response time by operator</li> <li>Lowest average TEXT-911 response time by operator</li> <li>Average time to enter per hour of day</li> <li>Average time to enter per day of week</li> <li>Highest average time to enter per CAD call taker</li> <li>Lowest average time to enter per CAD call taker</li> </ul>	<ul style="list-style-type: none"> <li>Highest number of transmissions per radio</li> <li>Lowest number of transmissions per radio</li> <li>Highest number of transmissions per talkgroup</li> <li>Lowest number of transmissions per talkgroup</li> <li>Transmission volume by duration</li> <li>Emergency event volume per talkgroup</li> <li>Transmission volume per talkgroup</li> <li>Transmission volume per talkgroup</li> </ul>

## EVERYONE WINS WITH NICE INFORM INTELLIGENCE CENTER

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



### 9-1-1 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. Export charts to disseminate information.



### QA Evaluators and Trainers

Timely metrics improve tracking of quality evaluation workload, results, and opportunities for improvement. Instant drills from overall metrics down to completed quality evaluations assist with insights into why telecommunicators under-perform.



### 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 Evidential 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](https://NiCEpublicsafety.com)