

NICE



EVIDENCECENTRAL

NICE Inform
Evaluator

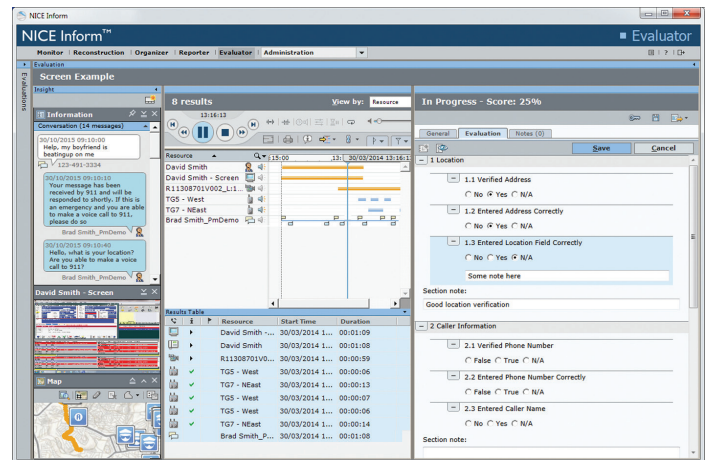
Automated Quality Assurance



**TRUTH
DEPENDS
ON IT™**

ELEVATE YOUR QUALITY ASSURANCE WITH WORKFLOW AUTOMATION

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.



“In addition to cost savings, we experienced improved employee morale at the same time that our staff was becoming more efficient and professional.”

– Jhonnie Ortiz, Public Safety Support Manager, Fort Worth Police Department, Texas

SUPPORT YOUR TELECOMMUNICATORS WITH APPROPRIATE COACHING AND TRAINING

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Automates Manual Processes

Manually hunting for the correct number and type of prescribed calls to evaluate is very time consuming. This is time that could be better spent coaching employees, or even reviewing more calls. **NICE Inform 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 Inform 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.



THE BENEFITS OF NICE INFORM EVALUATOR

Drive efficiency by empowering evaluators with extensive information that helps them improve the effectiveness of telecommunicators.



Seamless Experience with One Interface

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.



Customizable Forms for Objective Review

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 Single Calls or Entire Incidents

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.



NICE Inform Reporter

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.



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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.

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