

Verint Recording for Public Safety

Trunked Radio Recording Solutions for Harris OpenSky and P25^{IP}

Today's emergency services organizations are challenged to serve the public against a backdrop of complex events, increasing expectations, and evolving technology. With citizens using an expanding variety of communication channels, organizations need robust, reliable solutions for recording, retrieving, and archiving interactions. They must also be able to reconstruct incidents to analyze actions and outcomes, improve performance, expedite investigations, and comply with evolving standards, such as NG-911.

Verint® Recording for Public Safety™ provides a multi-channel recording solution that interoperates with the P25^{IP} and Harris® OpenSky® trunked radio infrastructures, providing users with efficient and reliable recording, storage, management, and playback of radio transmissions. It can capture voice, radio, video, and text interactions across multiple channels, including PBX, VoIP, chat, digital collaboration, email, mobile voice, SMS, and face-to-face — all on a single recorder.

Designed for emergency response, public safety, and control room operations, the solution offers superior reliability in mission-critical environments. With its unified, easy-to-use functionality, Verint Recording can help enhance performance and respond more effectively to citizen needs by:

- Bringing interactions and associated digital data captured across multiple devices, channels, and sites together seamlessly — in a single solution.
- Reconstructing incident scenarios to understand the chain of events.*
- Protecting captured interactions from unauthorized access and tampering.
- Centralizing system administration and archiving across the organization.

* Some functionality may require custom integration.

VERINT



Now you can:

- Use modern IP recording to capture various communication channels on a single platform.
- Correlate recorded interaction data and reconstruct events.
- Archive recorded communications and associated data to a range of storage devices, including in the cloud.



Verint Recording for Public Safety – Trunked Radio Recording Solutions for Harris OpenSky and P25^{IP}

Capture a Broad Range of Interactions

In addition to providing synchronized digital recording and real-time monitoring across TDM, IP, and mixed telephony systems, Verint Recording for Public Safety can work with most major telephony environments and offers application programming interfaces (APIs) to facilitate integration with proprietary systems.

Through optional integrations, the solution can capture push-to-talk (PTT) calls and provide VOX and IP recording with CDR tags. It can also provide real-time control over recording and call indexing.* Its unified, omnichannel interaction player can present recorded information across all channels in a single place for easy visualization and further analysis. This includes activities taking place at call-taker desktops, and speech analytics data.†

Verint Recording for Public Safety offers a range of functionality to meet the needs of emergency services providers, including:

Radio Transmission Recording

Voice transmission packets are sent to the Verint recorder via the VNIC interface. The resulting (decrypted) P25^{IP} or OpenSky audio files are written to the drives immediately for playback access.

OTAR Encryption Support

To meet a broad range of needs, optional over-the-air rekeying (OTAR) support is available via integration with the Harris P25^{IP} Key Management Facility.

SQL Database

Entity data for each transmission is simultaneously sent from the VNIC interface to the Verint recorder, which permits entry of the data into a high-performance SQL database.

** Some functionality may require custom integration.

† Requires Verint Speech Analytics™.

Call Archiving

Recordings and associated call data can be automatically archived to multiple network locations, online and offline storage locations, and cloud-based solutions. As an alternative, recording files and their associated data can be added to a network-attached storage (NAS) system.

Live Monitoring

Verint Recording for Public Safety client software permits high-performance live monitoring of multiple talkgroups from supervisors' PCs.

Flexible Search and Retrieval

Calls can be sorted and presented for playback by talkgroup, date and time, and are further searchable by additional parameters.

Event Playback

Verint Recording for Public Safety provides accurate replay of complex, multiple-call events, including silence reconstruction capabilities, talking date and time, and a convenient "save as" feature for exporting a multiple call sequence to a single, portable audio file.

System Management

The solution provides at-a-glance remote management, including configuration, status of online and archive storage, and talking alarms. Transmission of system status alarms via email is also available.

Telephony Recording

Verint Recording for Public Safety is compatible with media recorder servers that provide telephony and screen recording at public safety facilities, dispatch centers, security agencies and contact centers.



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