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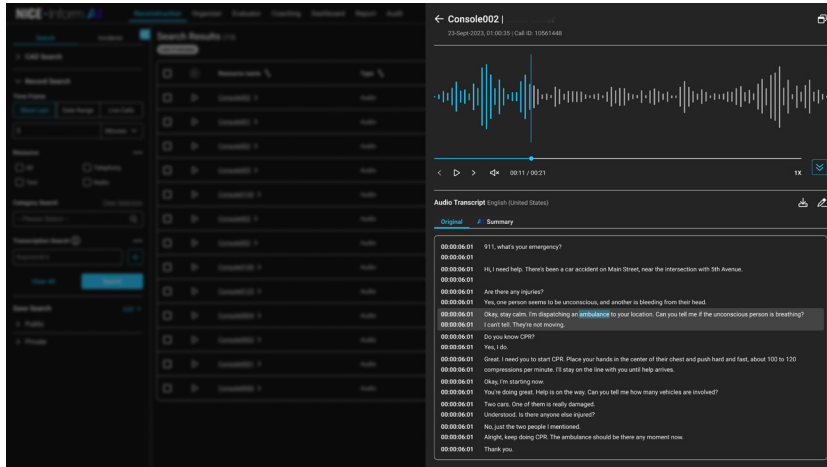
NiCE | Inform Ai

Improving the Quality of
Emergency Response with AI

**TRUTH
DEPENDS
ON IT™**

In emergency communications, what you don't know can hurt you. When the stakes are high, and lives are on the line, you need insight fast. You also need awareness of how calls are being handled to reduce your center's liability risk, better train telecommunicators and close performance gaps.

Leveraging the latest Artificial Intelligence capabilities, NICE Inform AI goes beyond being an all-in-one incident information capture platform that helps you improve operational efficiency and elevate your service standards.



It now also transcribes every radio transmission and 911 call and dramatically expedites access to critical information with deep insights into what matters most.

Now you can put AI to work to reconstruct incidents more thoroughly and faster, to better analyze and understand call volumes and trends by call types, and to improve emergency call handling and incident response.

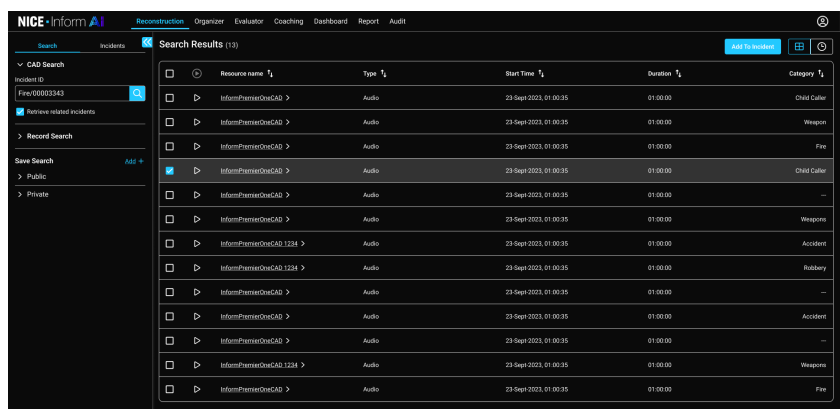
FIND ACTIONABLE INSIGHTS FOR BETTER DECISION-MAKING

With AI-powered transcription and our full-text search engine, recorded calls are instantly searchable. When the stakes are high (e.g. in a child kidnapping, active shooter situation, or other critical incidents), you can search by a keyword or phrase, and find and retrieve related calls fast. Get timely insights into what is happening for improved decision-making and more effective emergency response. Instantly find what you need, when you need it, without having to sift through and listen to hours of calls.

RECONSTRUCT COMPLEX INCIDENTS MORE THOROUGHLY AND FASTER

NICE Inform AI uniquely enables you to use keywords and CAD data while searching to find all captured 911 and radio communications audio related to a complex incident, to speed up incident reconstruction. View incident data assembled on a timeline to understand what happened, how, why and when, and refute liability claims related to incident handling.

Jump directly to keywords when playing back audio for faster incident analysis. Access and view transcriptions and audio recordings side-by-side on the same screen, and easily share these details with criminal justice partners.



CREATE AND SEARCH ON CALL CATEGORIES

Define a set of categories that best represent the different types of calls you receive, such as those involving child callers, repeat callers, mental health, drugs, weapons, and various types of non-emergency calls. Then when searching through call records, you can filter and find specific calls by selecting the relevant category from your pre-defined list, allowing for efficient organization and retrieval of call data based on their nature

Child Caller

Repeat Callers

Abusive Language

Weapons

Drug References

Non-Emergency Calls

Drug References

Sensitive Health Info

Promises Made

Category: Child Caller

"My mommy's sick."

"Is your daddy home?"

"Are you alone?"

Enhance telecommunicator training

AI-generated transcripts can also double as training material for new call takers and dispatchers, who can review real-life call scenarios and be better prepared to handle a range of emergency situations.



Improve compliance, documentation and accessibility

Many jurisdictions and regulatory frameworks (including CJIS and FOIA) require 911 centers to keep comprehensive records of their communications that can be easily and rapidly retrieved, reviewed and redacted. Automated transcriptions help 911 centers meet these compliance requirements by ensuring accurate, written logs of communications.



AI-POWERED TRANSCRIPTION: THE NICE ADVANTAGE

In stressful situations, people may speak hurriedly and with emotion, making it hard for dispatchers to catch every word. NICE's AI-powered transcription is trained to recognize these various speech patterns including talk-over, with a high degree of accuracy, ensuring communications are accurately documented.

NICE's AI transcription technology is even able to accurately transcribe addresses, names and other caller descriptive details with a very high rate of precision (over 95 percent match).

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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 Evidencentral 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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