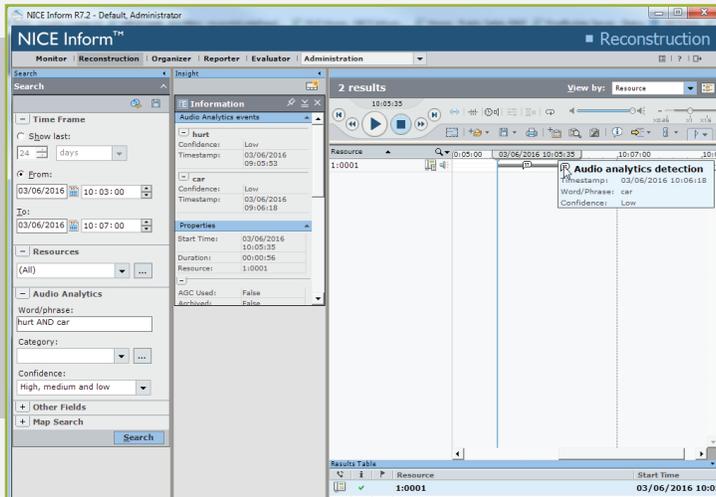# NICE ▪ Inform

Analyze All Conversations to Uncover Critical Information

Audio Analytics

"Today, a large percentage of what flows through a communications center is unstructured data. Speech Analytics can help organizations surface the reasons for calls, identify emerging trends, and even assess the performance of call takers."

– Donna Fluss, President, DMG Consulting

In an emergency communications center, there is no room for mistakes. Ensuring telecommunicator compliance to protocols, reducing liability and improving quality and efficiency of emergency response are all critical. 100% of 9-1-1 calls are recorded but only a fraction are ever listened to. And relying on CAD information alone is risky. Fortunately, NICE Inform audio analytics technology can now uncover hidden insights in your 9-1-1 recordings and surface potential risks, compliance issues and evidence for investigations.

With NICE Inform Audio Analytics, you can get accurate information and understanding faster. It gives you the ability to quickly categorize, find and link crucial information in order to detect risks and errors earlier, speed up investigations and improve overall performance.

Detect Errors & Risks Earlier

Reduce liability and stay out of the headlines by automatically monitoring for improperly handled calls and remedying problems before they get out of hand. Automated call categorization identifies and groups calls – based on the presence or absence of spoken words – into high risk categories such as 'Abusive Language,' 'Vulnerable Callers,' and 'Improper Transfers.'

Improve Protocol Adherence

The very nature of incident management is dynamic. Pressure is high and effective call handling requires that protocols are followed to ensure the best possible outcome. With NICE Inform Audio Analytics, you can monitor adherence and divergence from protocol. That includes identifying calls where actions were taken and important phrases should have been communicated but were not.

Target Quality Assurance

Focus your Quality Assurance and Coaching efforts on what matters most by automating the manual, time-consuming process of selecting calls for review

Expedite Investigations

Monitor adherence and identify divergence from protocol. Mitigate risk stemming from non-compliant emergency response.

Find All Calls Related to an Incident Faster

Expand search criteria to enhance incident reconstruction and find all calls related to an incident faster. Search on words and phrases within call audio in conjunction with other captured call meta data.

NICE Inform Audio Analytics indexes recordings of completed calls with a word discovery engine which identifies possible matches between sounds in the recorded audio stream and a vocabulary of known words. All possible matches to each word are indexed along with the position within the recording and the estimated confidence level that each match is correct.

Get Insights from Categorized Calls

Having the ability to automatically categorize your calls – even when the call meta data isn't sufficient to do so – can provide valuable insight in a number of areas. Automated call categorization allows you to quickly determine if seemingly unrelated calls are linked. And it enables you to identify trends based on time, location and activity. Additionally you'll be able to evaluate the quality of handling of specific call types and drive improvements by identifying both best practices and knowledge gaps.

Easily Share Your Findings

NICE Inform makes it easy to export your incident folder for use by another agency or import their incident information into your incident folders. The power of intelligent collaboration makes faster and more accurate analysis of cross-jurisdictional incidents possible.

About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the first digital investigation solution for law enforcement that automates and expedites the entire digital investigation process, helping to solve more cases faster. Over 3,000 organizations worldwide rely on NICE Public Safety solutions.