

# NICE



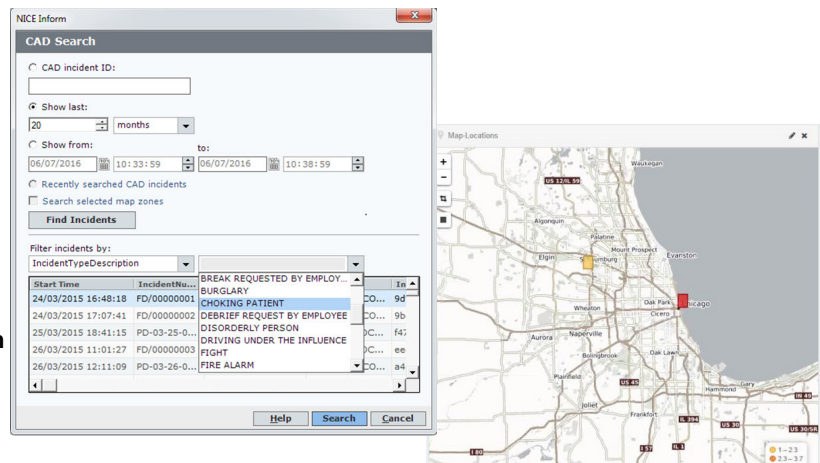
# EVIDENCECENTRAL

## NICE Inform CAD Integration

**TRUTH  
DEPENDS  
ON IT™**

# SUPERCARGE YOUR RECORDING, QUALITY ASSURANCE & REPORTING WITH CAD DATA

**NICE Inform** is the latest-generation solution for intelligent recording, incident reconstruction and quality assurance, specifically designed to meet the mission-critical needs of the high-performing Public Safety Answering Points. When deployed with *Computer Aided Dispatch (CAD)* Integration, it saves time, surfaces critical insights, and provides enhanced incident tracking, reporting and quality assessment of emergency communications. **NICE Inform** collects incident data in near-real time as the events unfold, enabling rapid access to vital evidence.



“NICE Inform takes away the guesswork from trying to match CAD records to audio recordings – it does it for me automatically. I am very excited about this integration. It has already cut my audio request fulfilment time in half. Now I can get back to my other work!”

– Karin Marquez, Communication Supervisor, Westminster Police Department, Colorado

## GET CLEARER INDICATION OF WHAT INFORMATION WAS AVAILABLE

### Cut Search and Incident Reconstruction Time in Half Using CAD Data

**NICE Inform CAD Integration** saves time and improves the value of incident evidence. It eliminates unnecessary steps in search for recordings as you respond to media requests for incident investigation. Instead of manually matching time ranges of recorded communications across multiple systems, now you have everything you need in one place. Significant CAD system events that occurred over the course of each incident such as dispatch of units, suspect condition, or on-scene arrival are displayed on a timeline alongside synchronized media recordings – any number of calls associated with the incident, radio transmissions, text-to-911 communications and screen video. Examples of incident data collected from CAD systems include:

- Incident ID
- Incident Severity
- Call Taker and Dispatcher Involved
- Incident Type
- Report Number
- Incident Location
- Incident Status
- Incident Date/Time
- Comments and Other CAD Data

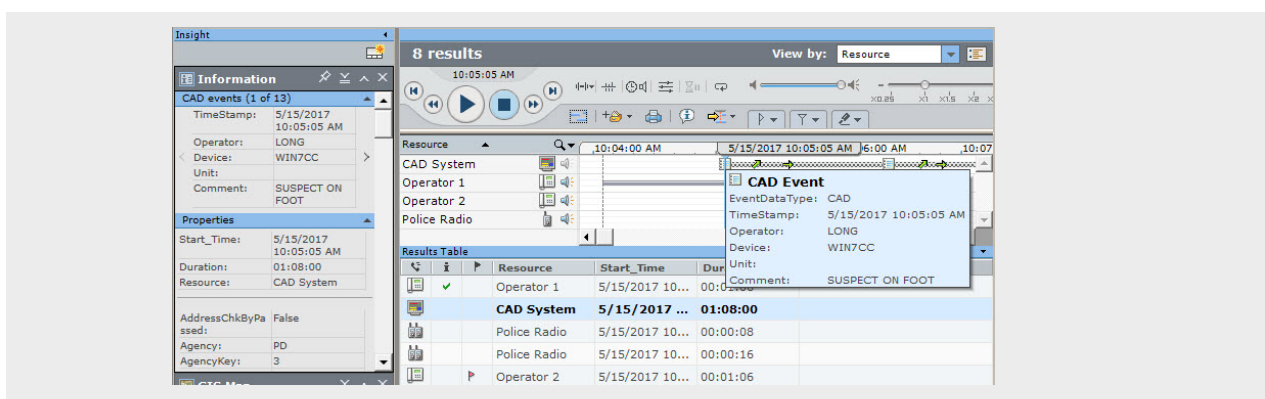
Incident reconstruction that incorporates CAD data provides a clearer indication of what information was available at the time decisions were made, which cannot be readily obtained from reviews of recordings and metadata in separate information silos.

### CAD Systems

**NICE Inform** integrates with Motorola, Hexagon (Intergraph), TriTech and others. Easily configurable gateways make it straight forward to connect to any mainstream CAD system.

## Expedite Multimedia Incident Reconstruction

**NICE Inform** makes complex multimedia incident reconstruction easier. It associates CAD incident data to ALL types of recorded communications. Simply search for recorded audio and text communications in one step, based on a set of CAD parameters.



## Auto-select Calls for Quality Assurance by CAD Incident Type

**NICE Inform CAD Integration** can help you improve the focus and value of your quality assurance program. Combine CAD data parameters, such as incident type or severity with other metadata in your rules for automated selection of the prescribed number and type of recordings for evaluation of call taker 911 communications and dispatcher radio transmissions. Now you can place greater emphasis on tracking protocol compliance for specific call types that expose you to greater liability, such as high-priority police incidents.

## Make Smarter Decisions with Incident Intelligence Dashboards

How much useful insight do you currently get out of your recording system reports? With **NICE Inform CAD Integration** you can organize and visualize all recordings by CAD incident attributes in dynamic, interactive Incident Intelligence dashboard reports to gain a better understanding of events and your center's performance.

- **Geographic Map Views** – **NICE Inform** plots caller locations on a map, and visually distinguishes between different incident types. **NICE Inform** can also integrate with Motorola's Location Services to show the location of responding and/or nearby officers. Zoom from aerial to street level view and filter by incident types to refine visual information. Drill into underlying data for details, all the way down to playback of recorded communications right from your reports.
- **Incident Intelligence Dashboard Charts** – Visualize all of the critical 911 performance measurements that matter in a single, easily customizable dashboard. Dashboards automatically calculate and display previously difficult-to-measure metrics that combine CAD data with telephony, radio and QA data, such as 'Hello to Hello', from call answer (telephony data) to dispatched unit on-scene time (CAD data) by agency, shift and incident priority.

## Prerequisites

- **Database Connection** – It must be possible for the **NICE Inform** server to make a connection via SQL to the CAD database, or preferably to the backup database or data warehouse.
- **Call Positions** – To identify the 911 calls associated with CAD incidents, **NICE Inform CAD integration** assumes that each call-taker position defined within the CAD system has a fixed association with a searchable extension ID or telephony recording channel.
- **Radio Positions** – To identify the radio transmissions associated with CAD incidents, **NICE Inform CAD integration** assumes that each Dispatcher position defined within the CAD system has a fixed association with a searchable talk-group ID or radio recording channel.



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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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