



IMPROVING 911 STAFF PERFORMANCE AND RETENTION THROUGH AUTOMATION

911 IS FACING A STAFFING AND PERFORMANCE CRISIS

30% OF 911 STAFF QUIT ANNUALLY

50% OF 911 CENTERS PUT QA ASIDE WHEN THE CENTER GETS BUSY

50% OF 911 SUPERVISORS ARE OVERWORKED, TASKED WITH FULFILLING RECORDS REQUESTS AND PERFORMING QA EVALUATIONS

1/2 OF TELECOMMUNICATORS HAVE BEEN ON THE JOB LESS THAN 2 YEARS

NICE. TRUTH DEPENDS ON IT

10 WAYS 911 CENTERS ARE IMPROVING STAFF PERFORMANCE & RETENTION THROUGH AUTOMATION

1 Automate incident reconstruction, evidence production and Quality Assurance so supervisors have more time to coach, train and support staff.



2 Accelerate the delivery of evidence to police and the District Attorney's office.



3 Elevate your Quality Assurance program with automated, targeted QA. Focus on the calls that matter most and get more QA reviews done in less time.



4 Use QA to uncover training gaps and root causes of turnover, and catch struggling telecommunicators before they become frustrated and quit.



5 Use screen recording to troubleshoot training, process and technology issues.



6 Seamlessly connect data across different systems to uncover the truth in data faster.



7 Use real-time performance dashboards to identify small problems before they become big issues.



8 Understand how your emergency communications center and staff are performing at each stage of the emergency communication and response process.



9 Review call handling from all angles to get the full picture of what happened.



10 Provide each agency you serve with their own performance snapshot to document service levels and improve relationships.



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LEARN WHAT IS TRUE IN ORDER TO DO WHAT IS RIGHT

THOMAS HUXLEY

DIGITAL TRANSFORMATION WITH NICE

CUSTOMER SUCCESS STORY

3x

MORE QUALITY ASSURANCE REVIEWS

10%

IMPROVEMENT IN STAFF RETENTION RATE

5

FEWER RESIGNATIONS EVERY YEAR



With NICE Inform, we're able to perform 3 times more Quality Assurance reviews which has led to a 10% improvement in employee retention.

KARI MORRISSEY
ASSISTANT 911 DIRECTOR, ANOKA COUNTY, MINNESOTA

NICE Inform helps us identify small problems before they become big issues, and answer questions around not just what happened, but why things happened as they did.

ROXANNE CAHILL
POLICE DISPATCH ADMINISTRATOR, SAN DIEGO POLICE DEPARTMENT COMMUNICATIONS CENTER

All of our data resides in different systems, so finding it and piecing it together can consume enormous resources. NICE Inform gives us everything we need, all in one solution, to proactively address these challenges.

MARTIN BENNETT ENP
EXECUTIVE DIRECTOR, COOK COUNTY SHERIFF'S POLICE 911 CENTER AND COOK COUNTY ETSB