Verint Recording for Public Safety

Trunked Radio Recording Solutions for Motorola ASTRO P25 Systems

Now You Can:

- Use state-of-the-art IP recording to capture radio, telephony, screen, and text communications on a single platform.

- Search and replay recorded calls by call metadata, including talkgroup, radio ID, alias, site, zone, system/network IDs, call type, date, and time.

- Correlate recorded interaction data and reconstruct events.

- Manage users and recording configurations and monitor the system from a central web-based portal.

- Archive recorded communications and associated data to a range of storage devices, including in the cloud.

Today's emergency services organizations serve the public against a backdrop of complex events, increasing expectations, and evolving technology. With citizens using an expanding variety of channels and devices to communicate, organizations need to record, retrieve, and archive interactions, reconstruct incidents, and comply with emerging standards, such as NG 911 and next-generation public safety radio systems.

Verint® Recording for Public Safety™ provides a multi-channel recording solution that interoperates with the Motorola® ASTRO® P25 trunked radio infrastructure, providing users worldwide with efficient, reliable recording, storage, management, and playback of radio transmissions. It can capture voice, radio, and text interactions across multiple channels, including PBX, VoIP, radio systems, 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, Verint Recording for Public Safety offers superior reliability and availability in mission-critical environments, along with unified, easy-to-use functionality that can help your agency, department, or organization 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 for rapid response, analysis, investigation, and reporting.

- Reconstructing incident scenarios to understand the chain of events.

- Protecting captured interactions from unauthorized access and tampering.

- Centralizing system administration and user management across the organization.

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Verint Recording For Public Safety

Capture a Broad Range of Emergency Interactions

Verint Recording for Public Safety can work with most major telephony environments. In addition to capturing public safety communications from various media types, it can also capture the corresponding activities taking place at call taker desktops, such as keystrokes, data entry, screen navigation, and after-call wrap-up. Through integration with 911 switches or radio controllers, it can 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. The solution also offers application programming interfaces (APIs) to allow third-party applications to control and update recording in real time. The API supports ingestion of communication recordings recorded by third-party applications.

Select Available Applications for Enhanced Functionality

Verint Recording for Public Safety can work seamlessly with our other solutions for workforce engagement to deliver unique business process workflows, including:

- **Verint Insight Center™** – Provides multichannel/ multimedia search and replay, as well as incident management with media lockdown options. It enables recorded interactions to be displayed on timelines, maps, and tables and provides incident annotation, redaction, and export options for single and multiple calls. This can be helpful for expediting the reconstruction of complex events, especially those involving information captured across multiple media.

- **Verint Instant Recall™** – Allows users to quickly search and replay recorded as well as live calls on preconfigured extensions. You can perform various playback operations, including rewinding to the beginning on live calls—a benefit for quickly confirming details and reviewing conversations that are difficult to understand.

- **Verint Quality Management™** – Enables all of the attributes of an interaction, including voice conversations and associated screen data, text-based interactions (such as SMS), and video to be evaluated from a single screen. You can easily review interactions and activities conducted on or off phones and radio networks, without the need to toggle between multiple screens to complete evaluations.

Benefit from Flexible Deployment Options

Verint Recording for Public Safety provides a variety of flexible, easy-to-manage deployment options based on your emergency center's sizing, network topology, security, and availability requirements. These include centralized system management; turnkey, single-box hardware configurations; and a variety of high availability and redundancy options to help ensure resilience in the event of network or hardware failures.

Part of the Verint Citizen Engagement Portfolio

Verint Recording for Public Safety is part of a patent-protected portfolio of solutions for enhancing citizen engagement to drive strategic impact across the organization.

Learn more at
www.verint.com

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