



VERINT.

Verint for Public Safety

Improve Emergency Call-handling
While Boosting Efficiency
and Reducing Liability

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As the challenges and expectations for emergency response communications evolve, it's critical to embrace a modern solution that meets your needs today and in the future. Verint® for Public Safety™ offers superior reliability, availability, and scalability in mission-critical environments. Read on to learn how Verint for Public Safety can help you tackle these challenges head on.

Current Challenges for Public Safety Agencies



Capturing Multi-channel Communications

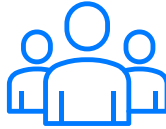
Operational and citizen needs, along with initiatives such as NG911, are requiring public safety answering points (PSAPs) to move beyond voice. Capturing and storing multi-channel interactions and associated data is time-consuming and poses interoperability challenges, making incident reconstruction, reporting, and quality management difficult. 911 centers need a comprehensive solution that can capture, display, and centralize multi-channel interaction recordings on a single platform.





Enhancing Quality Management

Manual call reviews are costly, time-consuming, and limited to small samples, which is insufficient with increasing call volumes. Furthermore, in the era of NG911 interactions, quality management should cover a wider set of interaction channels, not just voice. Random sampling reduces the accuracy of employee performance reviews, but PSAP managers lack the capacity for comprehensive evaluations. Automation can extend supervisor capacity. It allows you to autoscore up to 100 percent of interactions, meet quality assurance goals, and enhance training.



Retaining Employees

With many telecommunicators suffering from burnout and mental health issues, including anxiety, fatigue, and low energy levels, the public safety sector faces high turnover rates. Training new 911 employees over and over is time-consuming and costly, and most PSAPs cannot afford it. Reducing workload, improving training, and providing timely, objective performance reviews can help mitigate the risk of burnout and retain employees.



Optimizing Costs

Operating within tight budgets and using legacy systems pressure PSAPs to do more with less. The adoption of modern technology can provide you with benefits beyond streamlined operations and increased efficiency. Digital solutions can lead to substantial cost savings in the long run, and today there are technologies available that can be introduced without disruption.

What is Verint for Public Safety?

Designed for emergency response, public safety, and control-room operations, Verint for Public Safety is a set of solutions that offers superior reliability, availability, and scalability in mission-critical environments.

Multi-channel Interaction Recording

Capture and replay all aspects of an interaction, including CAD data, screen recording, text to 911, and voice—in a single recorder.

Incident Reconstruction

Review all interactions tied to an incident on a single screen for easier and faster search, reporting, and incident reconstruction.

Automated Quality

Save time and money, improve quality, and reduce liability by automating your quality program.

Interaction Analytics

Drive data-based performance management and analyze your interactions for better insights.

Verint Recording for Public Safety

Record, Archive, and Retrieve Interactions Across Multiple Channels

[Verint Recording for Public Safety](#) offers a Next Generation 911 (NG911)-ready solution for capturing voice, video, and text communications and related data across multiple channels on a single recorder. Your staff can have a single-pane-of-glass view of multi-channel recordings and interaction data, including CAD data.

Besides its reliable capture capabilities, the recorder can securely utilize hybrid or virtual data storage, protecting data access during critical events. The browser-based interface makes the solution easily accessible during mobile deployments, when the physical location of the PSAP is not accessible.

Augmented by the [Verint Instant Recall™](#) application, the solution enables users to easily verify information by quickly searching and replaying both recorded and live calls on preconfigured extensions.

Verint Recording for Public Safety seamlessly integrates with 911 systems, including CAD and major trunked radio infrastructures, such as Motorola ASTRO R7.x P25 and P25IP, as well as Harris OpenSky.

Main benefits

- Streamline multi-channel interactions and associated digital data in a single solution for rapid response, analysis, investigation, and reporting.
- Redact sensitive data and protect captured interactions from unauthorized access and tampering.
- Support relocation or mobile deployment of your PSAP during unexpected events.

Verint Insight Center

Benefit from NG911/i3-ready Incident Reconstruction

As part of Verint Recording for Public Safety, [Verint Insight Center™](#) is a state-of-the-art, browser-based incident reconstruction application. It's designed to enable emergency response centers and public safety agencies to meet citizen expectations and respond to regulatory requests or requests for evidence quickly by tying fragmented data to a single incident. The solution also helps PSAPs manage liability and ensure compliance.

The application can search through multiple channels, such as audio, video, text, photos, screen data, telematics, phone numbers, and location data. It can then display the captured information from different media simultaneously and allows you to organize data by color coding, flagging, tagging, grouping recordings, and locating incidents on a map. This unified view helps rebuild incidents by piecing together the chain of events leading to them.

Flexible and easy to deploy, Verint Insight Center supports a wide variety of advanced radio systems, customer premises equipment (CPE), and telephony interfaces.

Main benefits

- Accelerate incident reconstruction and reporting by unifying data.
- Search and access data quickly across channels and modalities.
- Replay multi-channel recordings simultaneously on a single screen.

Automated Quality Management Powered by Verint Quality Bot

Automate Your Quality Program for Better Emergency Call-Handling

Automation can enhance your quality program, improving emergency call-handling and helping you meet APCO and NENA standards. It enhances the accuracy of current quality forms, helps quickly create new ones, and identifies employee skill gaps to assign coaching automatically. With Verint solutions for automated quality management (AQM), you can monitor and autoscore up to 100 percent of interactions across all channels.

AQM technologies can also increase supervisor capacity by freeing supervisors from manual call review and scoring, allowing them to focus on tasks requiring human expertise, like coaching.

By highlighting outstanding performance and good examples of call-handling, you can retain employees and reduce liability. Performance reviews can become more objective, timely, and consistent, recognizing your employees' efforts and achievements.

Verint Quality Bot helps you automate the entire quality management process, from scoring evaluations to assigning coaching regardless of the channel.

[Learn more about Verint Quality Bot](#)

Main benefits

- Scale your interaction monitoring to up to 100 percent, improving compliance and reducing liability.
- Autoscore your interactions across all channels and support data-driven decision making.
- Increase supervisor capacity and improve employee training.
- Improve the objectivity and transparency of employee performance reviews.

Deployment and Integration Capabilities

Flexible Deployment Options

Verint provides a variety of flexible, easy-to-manage deployment options based on your command center's sizing, network topology, security, and availability requirements.

You can choose from flexible deployment options (including on-premises, cloud, or hybrid), which provides you with high availability and redundancy options to help ensure resilience in the event of network or hardware failures.

Verint for Public Safety solutions work seamlessly with most major telephony, CAD, and radio environments, are supported by open APIs, and can easily integrate with various technology interfaces within your organization.

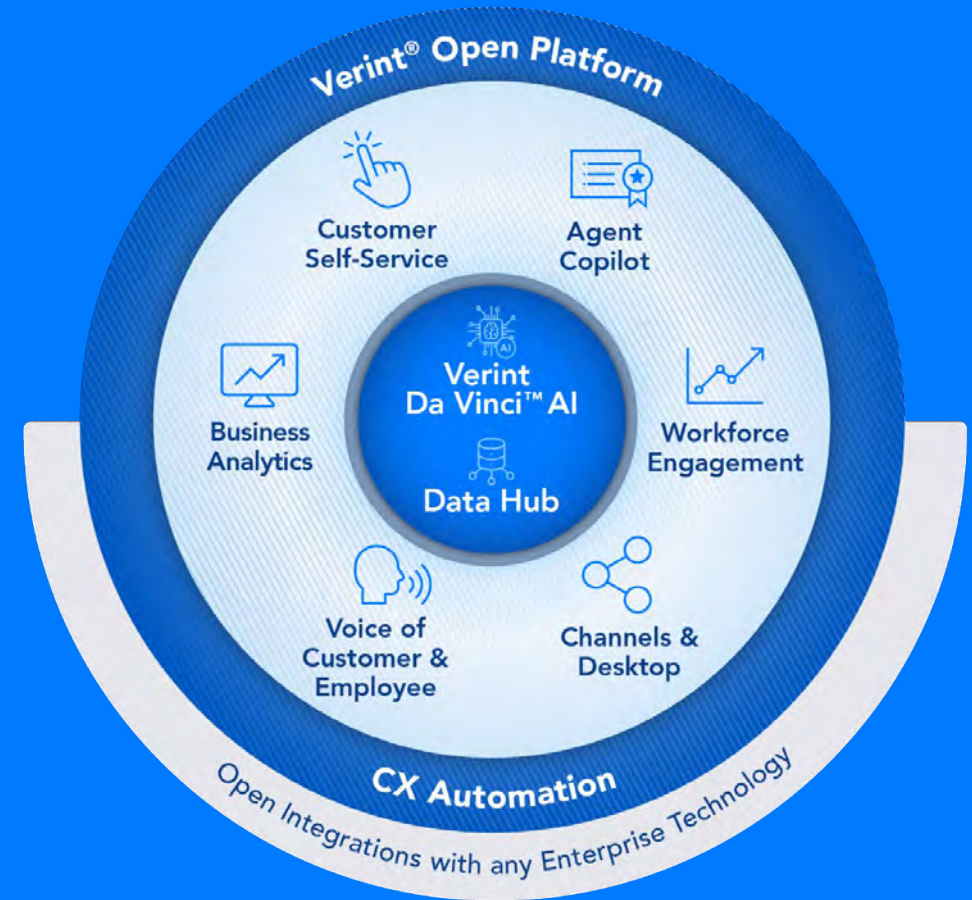
Integration Capabilities

- Motorola VESTA
- Intrado VIPER
- CCaaS, UCaaS platforms: Avaya, Cisco, Microsoft Teams, Amazon Connect, Mitel
- Mainstream and home-grown CAD platforms
- UNS integration

Part of Verint Open Platform

Verint solutions for automated quality assurance and recording capabilities can be easily and fully integrated into organizations' existing ecosystems, without disrupting daily operations, to enable seamless emergency response, public safety, and control room operations. Thanks to our open architecture and modular solutions, Verint can enable you to quickly adopt the capabilities you need, at your own pace, to achieve the outcomes you seek.

[Learn more at Verint.com](https://www.verint.com)



Discover More



Learn how to automate the entire response-center quality process, from scoring evaluations to assigning coaching.

[Get the Ebook](#)



Find out how you can boost efficiency and reduce PSAP liability with our NG911-ready, multi-channel 911 emergency call logging and incident reconstruction software.

[Watch the Video](#)



The high volume of non-emergency calls received by 911 centers delays critical responses and overwhelms call takers. Learn how automation and self-service options can help.

[Read the Blog](#)

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