



Comprehensive Guide to Essential QA Tools for 911 Centers



This guide offers 911 professionals strategies to improve call handling and center operations using Quality Assurance (QA) tools.

CALL RECORDING AND MONITORING

Call recording and monitoring are foundational elements in 911 centers, providing critical data for training and compliance.

- **System Selection:** Opt for advanced call recording systems like NICE or Verint, which offer features such as real-time and historical recording, live monitoring, and easy retrieval functionalities.
- **Integration:** Ensure seamless integration with your Computer-Aided Dispatch (CAD) system. For instance, Verint's APIs can synchronize call data with CAD, enabling comprehensive incident tracking.
- **Configuration:** Set up role-based access controls to protect sensitive data and utilize encryption settings for secure recording transmission and storage.
- **Training and Utilization:** Develop training modules using system features, such as Verint's simulation tools, to enhance dispatcher skills. Regularly audit recordings to ensure adherence to QA standards and use insights to improve dispatcher performance.

SPEECH ANALYTICS

Speech analytics help in analyzing call content and tone, identifying trends, and improving processes.

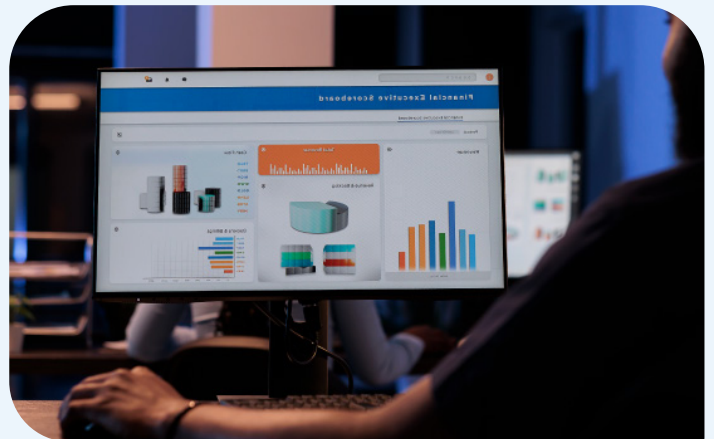


Implementation Strategy:

- **Tool Selection:** Deploy speech analytics software like CallMiner or NICE, which offer automatic transcription, keyword spotting, and sentiment analysis.
- **Configuration:** Set up keyword libraries specific to your center's needs. For instance, configure CallMiner to detect critical terms like "emergency" and "urgency" for better situational awareness.
- **Integration:** Ensure integration with your call recording system through APIs for seamless data processing.
- **Data Utilization:** Analyze sentiment scores and keyword frequency to identify common issues or training needs. Use insights from speech analytics to refine training programs and improve dispatcher performance.

PERFORMANCE DASHBOARDS

Performance dashboards provide real-time insights into operational metrics, supporting informed decision-making.



Implementation Strategy:

- **Design and Customization:** Utilize visualization tools like Tableau or Power BI to create dashboards that display key performance indicators (KPIs) such as average call handling time and dispatcher productivity.
- **Integration:** Ensure dashboards integrate with your CAD and call recording systems to pull live data. Configure data connectors to ensure real-time updates and accurate representation of metrics.
- **Monitoring:** Regularly review dashboard data to identify trends and performance issues. Set up automated alerts for deviations from performance benchmarks.

AUTOMATED QA SCORING

Automated QA scoring systems streamline the evaluation process, ensuring consistency and objectivity.

Implementation Strategy:

- **Criteria Development:** Define clear QA criteria based on operational standards and protocols. Implement software like NICE's Quality Management to evaluate calls against these criteria.
- **System Configuration:** Configure the scoring system to align with your criteria. Set rules for automatic scoring and ensure the system integrates with your call recording tools.
- **Reporting:** Utilize automated report generation features to track performance metrics and identify areas for improvement. Use these reports for regular performance reviews and to guide training.



INCIDENT MANAGEMENT SYSTEMS

Incident management systems streamline the tracking and management of incidents, supporting thorough investigations and follow-up.

Implementation Strategy:

- **System Selection:** Choose a system such as Omnicron or TracCloud that offers centralized incident tracking and integration with your existing technologies.
- **Configuration:** Set up the system to track incidents from initiation through resolution. Configure automated notifications and status updates to streamline incident management.
- **Integration:** Integrate the incident management system with your CAD and call recording systems to ensure comprehensive tracking and data flow.



TRAINING AND SIMULATION TOOLS

Training and simulation tools provide realistic scenarios for dispatcher training, enhancing readiness and skill levels.

Implementation Strategy:

- **Tool Selection:** Implement simulation tools such as Virtual Academy or Dispatch Training Solutions that offer scenario-based training and virtual simulations.
- **Configuration:** Set up simulations to reflect real-world scenarios and operational procedures. Regularly update training content to include current best practices and evolving procedures.
- **Tracking and Feedback:** Use performance tracking features to monitor dispatcher responses during simulations. Provide feedback based on performance metrics to improve skills and address weaknesses.



REAL-TIME REPORTING AND DATA INTEGRATION

Real-time reporting and data integration enhance situational awareness and support data-driven decision-making.

Implementation Strategy:

- **System Integration:** Ensure your QA tools integrate seamlessly with CAD systems to provide real-time updates. Use data connectors to enable smooth data flow between systems.
- **Reporting Tools:** Utilize reporting tools to generate comprehensive reports on operational performance. Configure reports to include key metrics and trends relevant to your center's goals.
- **Data Utilization:** Regularly review reports to assess performance and identify areas for improvement. Use real-time data to make informed decisions and implement operational changes.



QA STATISTICS



Key Statistics and Metrics

Operational Efficiency:

- 25% reduction in call handling times.
- 40% improvement in resource allocation efficiency.

Training and Development:

- 30% increase in dispatcher proficiency scores.
- 20% reduction in training time due to targeted programs.

Compliance and Accountability:

- 98% adherence to regulatory standards.
- 35% decrease in compliance violations.

Caller Satisfaction:

- 45% increase in positive caller feedback.
- 60% reduction in repeat calls for the same incident.

Incident Management:

- 50% improvement in incident resolution times.
- 70% increase in successful follow-ups.

Technology Utilization:

- 85% adoption rate of new QA tools among staff.
- 90% satisfaction rate with implemented technologies.



Adopting advanced QA tools is no longer optional for 911 centers that aim to meet the growing demands of their operations. In today's fast-paced and increasingly complex environment, these tools have become essential for addressing the critical challenges faced by emergency response teams. By integrating these technologies, 911 centers can significantly enhance their efficiency, accountability, and overall performance.

These tools not only streamline operations but also provide a framework for continuous improvement, ensuring that dispatchers are consistently delivering the highest quality of service. As the expectations of the public and stakeholders continue to rise, it is crucial for 911 centers to stay ahead of the curve by embracing these innovative solutions. By doing so, they can better manage resources, reduce errors, and ultimately, save more lives.

Incorporating advanced QA tools allows for real-time monitoring and analysis, enabling 911 centers to identify and rectify issues more quickly. This proactive approach not only improves response times but also boosts the confidence of both the dispatchers and the communities they serve. Moreover, these tools facilitate better training and development opportunities for dispatch staff, ensuring that they are well-equipped to handle the increasingly complex scenarios they encounter.



T 954.267.9199
F 954.337.2751
TF 1.800.722.3472

🌐 replaysystems.com

📍 REPLAY SYSTEMS, INC.
4800 N Federal Hwy, Suite #104B
BOCA RATON, FL 33431

**Knowledge
Library**

