

# Encore™ for Public Safety

**Powerful recording, monitoring, and performance management solution designed to enhance communications and improve response time**

## Highlights

- Accurately record and monitor interactions as they occur
- Uses Windows® 2000 Pro, XP Pro®, and 2003 Server
- Ensures compliance with industry regulations and standards
- Evaluates and scores dispatcher performance in real-time

**Specifically designed for public safety organizations, including 9-1-1 call centers, emergency dispatch facilities, and homeland security agencies, Encore delivers fast response and reliability during the most critical situations. Encore for Public Safety simultaneously monitors and records conversations from multiple channels, providing public safety professionals with the information they need to act more effectively.**

### IMPROVE PERFORMANCE

Clear, quick, and efficient communication is needed during emergencies and is needed to run an effective public safety organization. Public safety organizations rely on Encore to provide them with data they need, when they need it. With Encore's play back and easy-to-use retrieval capabilities, authorized personnel can monitor interactions in real-time and if necessary, play back any recording within seconds. Its storage capabilities allow for large volumes of data to be retained and archived to DVD media or network-based storage resources. And, Encore operates in compliance with government regulations regarding call handling.

**Fast and Effective Response.** Remote or live monitoring and instant playback allows supervisors to listen to multiple calls in real-time, providing them with insight into the entire interaction. With Encore's instant recall capabilities, dispatchers can quickly confirm call details. This feature is especially useful for clarifying details during emergency situations.



**Trunked Radio and Multi-Channel Reconstruction.** No matter what type of trunked radio solution you have now, or what upgrades you may implement in the future, dvsAnalytics has the ideal interface. Encore's trunked radio recording solutions go directly to the core of the network through a variety of optimized interface options, including Motorola, M/A Com, and Ericsson. You can rest assured that your Encore trunked radio recording solution will include the latest system changes and upgrades.

**Reliable and Secure Architecture.** Built on an open architecture, Encore uses the Microsoft Windows platform, including Server, XP Pro, and the Microsoft SQL database to deliver fast response and reliability, cost-effectively. With its fully-redundant architecture and royalty-free licensing, your organization can install Encore software on as many PCs and archives as needed without additional costs.

**Compliance Ready.** Slow or improper response to a public safety dispatch call can lead to serious legal implications. Using Encore to refer to the original communication, organizations can quickly and easily demonstrate that situations were handled professionally and in accordance with government regulations and industry standards.

**Dual Recording.** With Encore’s voice and screen recording capabilities supervisors can listen and watch each conversation as it unfolds—providing them with insight into the entire interaction. After scoring the interaction, supervisors can e-mail the evaluation and recording to the dispatcher, along with a coaching clip as an example of best practices. Timely feedback and coaching is essential to a dispatcher’s performance.

**Dispatcher Scorecards.** Supervisors can build and modify custom scorecards to include only the Key Performance Indicators (KPIs) that they want their dispatchers measured against. While reviewing a recording, supervisors can rate a dispatcher’s performance on each specific portion of the interaction, including their communication, data entry, and decision-making skills. This information enables supervisors to pinpoint the areas where an agent may need additional coaching or mentoring. It also helps improve overall operational efficiency and responsiveness.

The screenshot shows a software window titled "Form - Public Safety" with a blue title bar. It contains a table of performance metrics and a list of evaluation questions. Callouts provide the following information:

- Scores are updated as evaluation questions are answered in the form.** (Points to the top table)
- Use customized forms and questions to evaluate your agents performance and capture marketing data.** (Points to the list of questions)
- Once evaluation form is complete e-mail it to agent for coaching.** (Points to the bottom controls)
- Add comments to individual questions. To view the comments, float your cursor over the yellow indicator.** (Points to a yellow bar in the question list)
- The Player is easy to use and comes in compact or expanded mode.** (Points to the playback controls)

Respect/Professionalism	81.7%	Call Management	100%
Professionalism/Call Handling	90.0%	Service Standards	100%
Accuracy Skills	100%		

Agent performance

Communication	Decision-Making	Call Management	Call Information
Received caller's name and address	Yes	No	
Asked if this was a life-threatening emergency?	Yes	No	
Asked if anyone was hurt?	Yes	No	
Notified dispatcher?	Yes	No	
Assigned the right priority to the call?	Yes	No	
Asked if the incident was fire-related?	Yes	No	
Asked if police were needed?	Yes	No	
Asked if an ambulance was needed?	Yes	No	
Asked if weapons were involved?	Yes	No	
Dispatcher remained poised during interaction?			

00:00:00

Fail End session Evaluator: administrator

**About dvsAnalytics**

dvsAnalytics is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. For more than 25 years organizations have relied on dvsAnalytics proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve productivity.

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