



# NICE SCREEN RECORDER

Software-based Screen Recording

# NICE SCREEN RECORDING ENSURES QUALITY AND COMPLIANCE

**PUBLIC SAFETY DEMANDS THE HIGHEST LEVELS OF QUALITY AND COMPLIANCE DURING EVERY INTERACTION AND THROUGHOUT THE INCIDENT HANDLING PROCESS. THE STAKES ARE HIGH, EVERY CALL AND ALL THE ACTIONS A CALL TAKER MAKES ARE IMPORTANT.**

The NICE Screen Recorder solution captures and records every activity on each screen. Those recordings are available to NICE Inform for synchronization with other recorded multimedia information sources such as 9-1-1 calls, radio transmissions, video surveillance and text-to-9-1-1, for a complete reconstruction of an incident. This provides an accurate understanding of how an event has unfolded, including the operator's angle.



## **CAPTURING AN OPERATOR'S ACTIONS DURING AN INCIDENT**

The NICE Screen Recorder complements the entire incident evaluation process by recording all of the screens at an operator's workstation. These include CAD screens, GIS maps and other applications presented on any of the multiple screens at a typical call taker or dispatcher position. It reveals what actions the operator took while on CAD, CPE or any other workstation. Depending on your objective, whether its quality assurance, incident reconstruction or both, NICE Screen Recorder can be configured to meet your needs:

- **Screen Recording for Quality Assurance**

Designed for both call taker and dispatcher positions, screens are captured during 9-1-1 calls and radio recording. For added efficiency, recording can be configured to take place only when the call taker is on a

call. Additionally, screen recording can be configured to continue capturing activity while there's only radio activity. This augments the QA process with valuable information. It helps identify an operators, knowledge gaps relative to navigating around incident management systems, as well as any divergence from protocol where training might be required.

- **Continuous and Total Screen Recording**

NICE Screen Recorder records all of the screens at any given workstation. A comprehensive view of every screen associated with the incident handling can be useful to address claims and support investigation. It can help pinpoint where the disconnect in the incident handling continuum occurred – whether an operator entered one set of details into CAD while providing another over the radio; or whether it's a system fault – such as a CAD malfunction.

## PROTECTING YOUR INVESTMENT

NICE Screen Recording is done through the NICE Recording Platform. The same Platform used to capture audio and Text-to-9-1-1. This provides modularity and flexibility when expansion is required, as well as system management ease.

Furthermore, replay of recorded screens can be integrated and viewed from any of the NICE Inform modules, including: Reconstruction, Organizer, Evaluator and Media Player.

## THE BENEFITS OF NICE SCREEN RECORDING

**Quality Assurance** – with recorded screens and the ability to synchronize all related multimedia via NICE Inform, you'll be able to identify and focus on knowledge and skill gaps, along with best practices.

**Liability Protection** – with accurate, tamper-proof screen recordings, you can limit liability by having proof of what took place.

**Improved TCO** – achieved thanks to the smart design of NICE Recording platform as a multimedia platform.





## ABOUT NICE SYSTEMS

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. [www.nice.com](http://www.nice.com)

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