Verint Recording for Public Safety

Insight Center

Verint® Insight Center™ is a state-of-the-art, browser-based incident re-creation application designed to help emergency response and public safety organizations meet mission-critical needs, including those arising from Next-Generation 9-1-1 (NG9-1-1).

As a component of Verint Recording for Public Safety™, Verint Insight Center can search multiple channels and display data captured from a variety of media simultaneously, on a single screen, providing a unified view. It can enable you to rebuild an incident by reconstructing the chain of events.

Supported communication channels include:

- Audio
- Video
- Text
- Photos
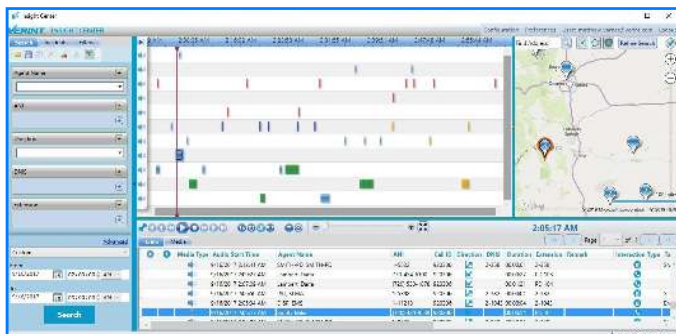- Screen data
- Telematics
- Telephone numbers
- Location data

Flexible and easy to deploy, Verint Insight Center supports a wide variety of advanced radio systems, customer premises equipment (CPE) and telephony interfaces. As an NG9-1-1/i3-ready solution, it can help meet your agency's needs today — and in the years to come.

Now you can:

- Benefit from a NG9-1-1/i3-ready incident reconstruction functionality.

- Access data quickly and replay multi-channel recordings simultaneously on a single screen.

- Redact selected segments of audio without altering the original files.

- Benefit from flexible integration and deployment options.

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Verint Recording for Public Safety – Insight Center

With Verint Insight Center, you can categorize information using color, incident grouping, custom data fields and more, helping you access data quickly for incident management and reconstruction.

Benefit from Powerful Features

Browser-Based Interface
Users don't need dedicated PCs for specific tasks. Staff can access the recorder directly from their Windows-based workstations, using a simple, intuitive web interface.

Color-Coded Organization
During incidents and investigations, every second counts. To help identify recordings quickly, Verint Insight Center can flag and mark data with colors and notes that can be adjusted to fit the needs of your organization.

Multimedia Support
Verint Insight Center is i3-ready — a significant benefit as agencies transition to NG9-1-1. Users can capture audio communications as well as log and view events across a range of media, including pictures, video, emails, and more.

Incident Organization and Reconstruction
Users can group recordings into "incidents," or easy-to-manage collections of data that can be stored and recalled quickly when needed. This can be particularly helpful for expediting the reconstruction of complex events, especially those involving information captured across multiple media.

Evidence Management
Managing new and different types of information can be a challenge for public safety agencies. Verint Insight Center offers a robust repository for collecting, managing, and recalling information, with authentication, audit trails, alerts, and other security features to help maintain the integrity of evidence.

Redaction
Verint Insight Center includes powerful tools for redacting (masking) sensitive pieces of audio without affecting the original recordings. This can enable an agency to maintain compliance with federal, state, and local laws while quickly and easily fulfilling requests for information.

Flexible Deployment Options
To meet the needs of communications centers of all sizes, Verint Insight Center can be deployed on a single server, a standalone server, or virtualized servers.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

The Customer Engagement Company™

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