



# Prioriti Dashboard™

## Dashboards and Reporting

### Overview

**Prioriti Dashboard** is an interactive, multi-view application that collects, consolidates, and presents real-time and historical data from multiple systems and sites, delivering critical performance information in a timely manner for each user. This unique solution empowers your staff with targeted information that drives real-time performance improvements, aligning your workforce with the goals, programs, and initiatives of your organization.

- **Collect and present consolidated data and information** from your communication center(s), including individual and group telephony metrics, messages, links to training, emergency alerts, and any other content that can drive performance.
- **Empower call takers to self-monitor and self-correct in real time** – maximize performance and accountability.
- **Gain efficiency by providing management with access to quality scores and performance results** of an individual call taker or consolidated information on groups of call takers sited at different locations, along with patterns and trends, revealing issues that require timely attention.
- **Conveniently access extensive information** in real or near-real time.
- **Accurately assess and analyze performance** based on call statistics from any number of communication centers, including time to dispatch, average length of call, number of calls per hour, number of calls based on supervisor, flagged or abnormal calls, and any other data that improves your insight.

Fire 12 Medical 9 Domestic 8 Robbery 5 Assault 3 Other 6 HOSPITALS 911 Dispatcher Stacy Adams (3121)

ASA	ATD	Avg. Talk	Calls/hr	# Dispatched	QA	Total Aux
0:05/0:05	7:50/8:00	11:42/10:00	12 /10	44	81% /80%	01:31:22

VPI ST MG SCORECARD Fire in Johnson County. Evacuating all residents. MAIN QA COACH

*Prioriti call taker and supervisor dashboards are highly configurable – display the information that is important to your communication center.*

### Get Instant Access to Your Information

Call taker and supervisor dashboards can be fully customized and docked in any part of the screen and sized to have minimal impact on desktop real estate. All data presented via dashboards is updated in real or near-real time for the most accurate window into the performance of your organization, presenting mission-critical information, statistics, performance alerts, individual and group metrics, messages, availability of training content, FAQs, and anything else to help you manage performance. **Prioriti Dashboards** can be configured to provide instant access to real-time and historical reports, allowing for further data analysis. Quickly interpret your data, using “roll-up” and “drill-down” functionality to navigate through levels of information down to the playback of actual audio recordings. This enables you to quickly identify the root cause of problems and opportunities for improvement – saving valuable

time and minimizing impact on service levels.

### View Call Taker Assessment Results

**Prioriti Dashboard** features a unique call taker assessment/dashboard integration that delivers the results of **Prioriti Evaluator** evaluation sessions directly to the desktops of call takers. Call takers and supervisors can see up-to-the-minute quality assurance (QA) scores pertaining to call handling. Having constant, ongoing access to the results of their performance evaluations is both empowering and motivating for call takers, who can change or modify their behavior instantly rather than waiting to meet with a supervisor for feedback on their recent interactions.

Reports present information from multiple systems and sites.