



Call Taker Assessment

Overview

Prioriti Evaluator is today's most advanced solution for objective call taker and dispatcher performance assessment and reporting. The solution is invaluable for helping public safety and security organizations dramatically increase operational efficiency, reduce personnel turnover, and create more focused training programs. It also ensures compliance with government requirements and regulations for call taker evaluation – crucial for your liability protection, accreditation, and funding.

Your Complete Performance Assessment Solution

- **Ensure complete impartiality** with the pre-defined, form-based scoring process.
- **Maximize the value and efficiency of your evaluations** with customizable forms for local laws, agency initiatives, job responsibilities, seniority, types of incidents, and anything else that reflects your priorities.
- **Improve supervisor efficiency with automated evaluation and review processes** – retrieve evaluation forms and call recordings directly from the **Prioriti Evaluator** application and access reports on individual and team results, trends and patterns in skills, shifts, and training effectiveness.
- **Improve staff productivity, morale, and retention** with fair assessments and targeted training that maximizes their success.
- **Utilize your existing infrastructure** – **Prioriti Evaluator** runs on industry standard, non-dedicated servers; supply new hardware yourself or let us supply it.

Evaluate Your Call Takers Easily and Efficiently

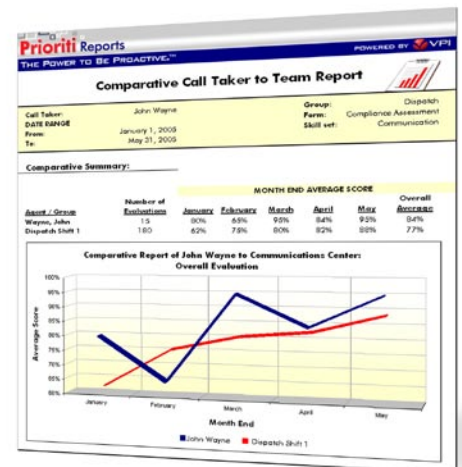
Prioriti Evaluator replaces the need for time-consuming, manual evaluations by enabling supervisors to easily build custom forms for simple and efficient input of observations on call taker performance. Simply play a recorded call, radio transmission, or event scenario and score it using intuitive checkboxes, radio buttons, list boxes, and pull-down menus. The system automatically calculates scores, and you can complete an evaluation in just minutes! Supervisors can perform evaluations locally or remotely with secure, Web-based access to audio recordings and evaluations from anywhere worldwide! When used in conjunction with VPI's **Prioriti Voice** audio logging solution, recordings remain associated with assessment forms during and after scoring. They can easily be reviewed or transferred via email or removable media (such as DVD or CD.)

Customize Your Evaluation Forms

Tailor your evaluation forms to your evolving needs. Use the forms to measure skills such as telephone communication, ability, willingness, and correct and prompt responses in emergency situations. Adjust and revise your forms to evaluate and assess performance within specific shifts and incidents and to ensure compliance with local laws and anti-discriminatory regulations.

Objectively Analyze Individual and Team Performance

Evaluation results are collected in a centralized database and automatically analyzed. Management can use the resulting information to view performance metrics of individual call takers or your entire communication center, choosing from a wide array of graphs and charts to determine whether a call taker requires more training, qualifies for a promotion, or is in line for termination. Gain unprecedented insight into productivity and service levels of your center, quality of service to the public, and effectiveness of training programs. The reports and graphs can be saved, printed or exported to several file types including ASCII delimited, PDF, and HTML.



Report on and analyze call taker performance.