



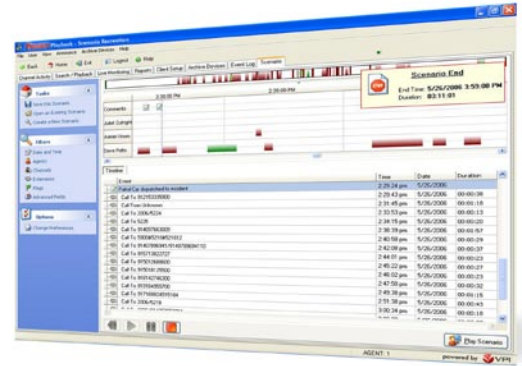
Prioriti Interactions Suite™ 3.0 - The Most Advanced Voice Recording and Quality Management Solution Developed Specifically to Meet the Needs of Public Safety Organizations and Government Agencies

Overview

VPI's dedication to understanding and meeting the needs of our customers has resulted in the development of **Prioriti Interactions Suite™ 3.0**. You told us you wanted to upgrade, yet continue to leverage your legacy technologies. You said you didn't want to be forced to train multiple users to use multiple systems. You told us you wanted a unified, streamlined search and retrieval process encompassing all systems – new and old. Well, we listened, and developed **Prioriti Interactions Suite™ 3.0** to meet these needs and enable public safety, security, and government organizations to securely record, retrieve, evaluate, and improve mission-critical voice and data interactions. These powerful, modular applications can make a significant impact on an organization's effectiveness – minimizing risk, ensuring regulatory compliance, optimizing processes, and boosting productivity.

Fast and Accurate Scenario Recreation

Whether for investigative or training purposes, it's vital for any public safety organization to be able to quickly and easily recreate an entire incident from beginning to end. The **Prioriti Playback Scenario Recreation** solution was designed specifically for this purpose. By leveraging advanced search criteria, you can search multiple recording systems and multiple channels of archived interactions to construct an accurate, sequential recreation of events. Searches may be conducted by any data available, including user group, user ID, radio ID, alias, time, date, duration, ANI/ALI and channel, to name just a few. Results are displayed via graphical representation, which can be saved and easily accessed for future evaluation. You can bookmark and label any part of an incident, which then enables you to jump directly to relevant sections of the incident, such as initial 9-1-1 call, ambulance dispatch, etc.



Easily reconstruct multi-channel telephone and radio conversation scenarios.

Advanced Radio De-Trunking Capabilities

Record, retrieve, and report on Motorola trunked radio conversations and related data with the highly specialized **Prioriti Interactions Suite™** de-trunking technology and the **Prioriti Voice** digital call recording solution. For years, public safety organizations and government agencies worldwide have relied upon VPI's recording and monitoring solutions to capture critical communications and associated data, such as Caller ID and ANI/ALI. Now, users of Motorola radio systems can benefit from the same advanced capabilities! **Prioriti Interactions Suite™ 3.0** captures pertinent radio transmission data such as Unit ID, Talk Group, Radio ID, Radio Alias, and other unique Motorola data. Motorola radio calls can be recorded using the same **Prioriti Voice** recording system that records their other incoming and outgoing telephone conversations.

Easy Migration from Traditional to VoIP Telephony Recording

With **Prioriti Interactions Suite™ 3.0**, you can count on seamless integration with your existing and future IT environment and simple migration to emerging VoIP technologies. The **Prioriti Voice** call recording solution allows you to grow and adapt on your own terms by easily and reliably recording audio from most traditional circuit-switched and VoIP PBXs/ACDs in the same system – preserving the majority of your initial investment.

Real Time Performance Dashboards and Consolidated Multi-site Reporting

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. You can easily 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.



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

Instant Recall

With **Prioriti Recall**, public safety call takers and dispatchers can instantly playback their most recent calls or radio transmissions with the click of a mouse. While having a live conversation or live monitoring, users can rewind and fastforward to listen to portions of the call through their PC speakers – while continuing with the actual live call. When speed of playback is important, no other software solution is as reliable as **Prioriti Recall**.

Effective Call Taker Assessment

Improve your dispatcher and call taker performance with simple, straightforward evaluations. **Prioriti Evaluator** offers easy creation of assessment forms to evaluate call takers, dispatchers, or entire scenarios recreated from recorded interactions. This action-oriented coaching tool offers intuitive graphical scoring techniques and powerful tools to measure performance and productivity. Simply retrieve a recording and an evaluation form right from your PC, playback the call, and evaluate the call taker/dispatcher at the same time – all with a few mouse clicks!



Report on and analyze call taker performance.

Dynamic, Multi-Media Training and Coaching

In no other industry is the training of new employees and the provision of on-going coaching more important than in public safety services. Now, using **Prioriti Trainer**, you can efficiently and effectively train and coach dispatchers and call takers using dynamic, rules-generated training courses, tests, and quizzes. You can measure, track, and report – generate comprehensive reports, develop report cards, and track the effectiveness of your training. Deliver multimedia training sessions to call taker/dispatcher desktops including training flashes, compliance bulletins, pre-shift announcements – rules driven or scheduled training can be sent to desktops at any time and completed when call takers/dispatchers are not on duty. View test scores in real-time and both you and your call takers/dispatchers can benefit from continuous real-time performance updates.

Instant Messaging

When speed of securely communicating alerts, news bulletins, or warnings is critical, **Prioriti Messenger** is the tool for you. Instant messaging is not only more immediate than email, but it is also more secure. **Prioriti Messenger** enables you to send out scheduled or immediate messages directly to the desktops of specific call takers or to all your call takers/dispatchers. Messages can scroll or stay permanently displayed for a predetermined period of time or until actively removed by a supervisor. This messaging tool is also an excellent method of building a sense of community and motivating staff as you publish news of promotions and successes throughout the center.