

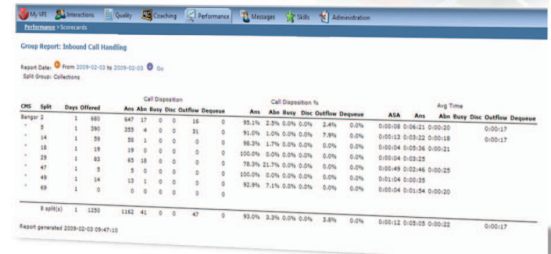
Automated Coaching and Messaging for Emergency Communication Centers

Proper on-going training is necessary to obtain and maintain certifications, funding, and maximize success of emergency dispatchers, call takers, and supervisors who work for emergency communications centers or dispatch points. When the amount of time available for training is scarce, it must be used as efficiently as possible. **VPI COACHING**, a highly effective electronic supplement to traditional learning is tightly integrated with VPI's quality assessment and recording systems. It delivers personalized training content for each user, closely matched to his or her individual needs. Emergency Communication Centers that use **VPI COACHING** have better trained, motivated, and efficient personnel, which invariably results in improved satisfaction of their constituents and governing agencies.

Maximize Adherence to Procedures

Since different types of procedures are required for handling different types of calls, it is necessary to match appropriate training content to evaluation of each type of incident. Whether initial, on-going, or remedial training is involved, **VPI COACHING** is designed for maximum relevancy and speed of response to your needs.

- **Import, link, customize and organize content relevant to each type of incident** that originates from a variety of approved sources, such as APCO, to cover all required knowledge, including safety issues, terminology, dispatching protocols, procedures and record requirement, 911 center requirements, dispatching incident process, and any other training content.
- **Track Learning Progress** – Assessment tool enables quizzes to be easily embedded or linked to course material.

Call	Split	Days Offered	Call Disposition				Call Disposition %				ASA	Ave	Avg Time		
			Ans	Abn	Busy	Disq	Ans	Abn	Busy	Disq					
Target	2	1	680	647	17	0	0	81.5%	2.5%	0.5%	1.4%	0.0%	0:00:08	0:00:22	0:00:17
-	14	1	280	255	4	0	21	91.5%	1.5%	0.5%	0.5%	0.0%	0:00:13	0:00:22	0:00:18
-	18	1	19	18	0	0	0	90.0%	2.5%	0.5%	0.5%	0.0%	0:00:04	0:00:26	0:00:21
-	28	1	482	465	16	0	0	100.0%	0.0%	0.5%	0.5%	0.0%	0:00:04	0:00:23	0:00:17
-	47	1	0	0	0	0	0	78.0%	21.7%	0.5%	0.5%	0.0%	0:00:48	0:02:46	0:00:25
-	49	1	14	13	1	0	0	100.0%	0.0%	0.5%	0.5%	0.0%	0:00:04	0:00:28	0:00:17
-	68	1	0	0	0	0	0	90.0%	7.1%	0.5%	0.5%	0.0%	0:00:04	0:00:26	0:00:20
Report	1	1220	1162	41	0	0	47	93.0%	3.3%	0.5%	0.5%	0.0%	0:00:12	0:00:18	0:00:22

VPI COACHING Web-based performance reports enable you to track the impact of your training programs and identify critical skill gaps.

Accelerate Training Impact with Personalized Course Delivery

With **VPI COACHING**, you can respond to evolving needs quickly and automatically deliver feedback and training content that addresses the needs of each call taker, dispatcher and supervisor. Training content, as well as reports on results of training can be accessed via customized Web dashboards or desktop tickers.

- **Ensure progressive, skills based employee development** – from basic to advanced skills, each trainee's needs are assessed with quality evaluations and matched with the most appropriate learning content that may be either associated with evaluations based on event type, or assigned via supervisor's ad-hoc selection.
- **Automate training assignments** by defining rules that trigger the delivery of training materials based on thresholds of performance metrics.
 - **Coordinate delivery and progress of training across groups and sites** – rules-based, thin-client distribution system manages the delivery of training content to any number of centers and locations in a centralized manner.
 - **Decrease call taker and dispatcher turnover** as a result of their increased confidence and improved performance.



Improve Response to New Emergency Situations

Speed of distribution of information on new events, such as a new fire across major highways, will impact accuracy & efficiency of call taker's response to influx of related calls. With embedded messaging, you manage delivery of critical information to call takers in a centralized manner.

- **Provide just-in-time notifications** via network pop-ups or by using desktop tickers.
- **Request acknowledgement or read receipts** to track response of each call taker.