

Emergency Call Taker Quality Assessment Made Easy

Today's emergency service call takers and dispatchers are required to handle an increased volume of calls with improved speed and accuracy – despite growing complexities resulting from changing legislation and PSAP consolidation. Regular quality assessment of call taker and dispatcher performance and their adherence to established communication center goals and procedures is vital for your liability protection, accreditation, and funding. You can quickly address these needs with **VPI QUALITY** – today's most advanced solution for objective assessment of call taker and dispatcher performance and the effectiveness of working processes. The solution is invaluable for helping public safety and security organizations dramatically increase effectiveness and operational efficiency, create more focused training programs, and reduce personnel turnover.

Improve Efficiency and Consistency with Automated Selection of Calls for Evaluation

VPI QUALITY will automate the process of selecting a random, objective sampling of call, radio and screen recordings for evaluation, based on schedules and rules that you define, such as frequency and timing of evaluations for your new and veteran call takers.

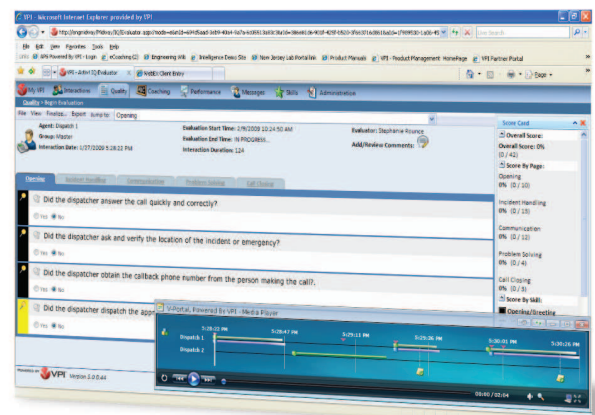
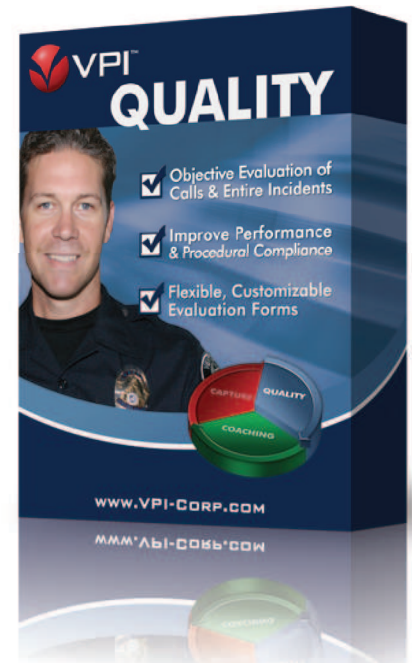
- **Easily tag critical calls and entire incidents consisting of multiple calls and radio transmissions for evaluation** – evaluate for performance reviews, training, and to maintain your certifications. Now you can schedule high-value calls and incidents for evaluation directly from call search results and multiple dynamic reports.
- **Automatically manage the evaluation schedule** – evaluators receive “to-do” lists organized by assignment dates and due dates, with the appropriate evaluation form already associated with the call/screen recordings.

Maximize the Value of your Evaluations with Customized Evaluation Forms

Your quality assurance reviewer or 911 center supervisor can easily customize the evaluation forms and score for compliance and other criteria. You can tailor a set of evaluation forms to different job responsibilities, seniority, types of incidents, and anything else that reflects your priorities. In addition to measuring individual performance, use the reviews to determine whether the processes used by the dispatchers and call takers are functionally efficient on a regular basis.

- **Streamline the evaluation process** with Web-based access to a unified interface for evaluation and playback of synchronized call and screen recordings.
- **Easily design, organize and categorize evaluation forms via an intuitive graphical interface**, without IT assistance. Focus on call flow or specific types of skills, while rating any number of competencies and adding comments that pertain to the evaluation or other issues requiring attention. Rate call takers on any number of standards, such as:

- Answers the telephone quickly and correctly (within 10 seconds of the call, 90% of the time)
- Asks and verifies the location of the incident or emergency.
- Obtains the callback phone number from the person making the call.
- Determines the nature of the incident or emergency and selects and assigns the appropriate response to the incident.
- Accomplishes the above tasks quickly and effectively (within 60 seconds of the receipt of the phone call, 90% of the time)
- Obtains all pertinent information and makes updates accordingly and keeps the caller on the line until all required information is obtained.



Efficiently playback and evaluate individual call taker calls or entire incidents from VPI QUALITY's secure Web-based interface.

- Demonstrates proper documentation of all information received on call-taker screens.
- Exhibits a calm and professional demeanor at all times and acts in a courteous and tactful manner.
- Dispatches the appropriate police, fire, or EMS units within the prescribed time frame established by the 911 emergency communication center's or remote dispatch point's standard operating procedures.
- Controls the conversation with the caller, explains all possible emergency action and employs calming techniques when required.
- Provides all pertinent information to the responding police, fire, and/or EMS units and relays updated information about the incident or emergency to the responding units.

Objectively Analyze Individual and Team Performance with Comprehensive Reports, Dashboards and Desktop Tickers

VPI QUALITY collects evaluation results in a centralized database, where they are 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. Determine whether any process of the 911 communications center or remote dispatch point requires modification or change. 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 standard file types for delivering feedback to call takers or other purposes.

Score	Secret		Last 30 Days			Last 30 Day Skill Scores					Coaching
	Score	Coaching	# Calls	# Evals	Score	Call Handling	Time to Dispatch	Listening	Compliance	Empathy	QA
A Henderson	98.3%	4	365	18	92.3%	100%	71.6%	87.4%	96.5%	100%	Scorecard

VPI Instant Impact Tickers™ proactively deliver important quality scores to call takers, dispatchers and supervisors to drive immediate performance improvements.

- **Conveniently and efficiently access interaction recordings, evaluation forms, and reports** via a centralized Web Portal, customizable for each user based on roles, privileges, and responsibilities.
- **Analyze your Quality feedback and trends using comprehensive reports** Visualize data in dynamic, easy to understand heat maps, charts, and reports that allow for easy navigation through layers of information. Customize your interface for instant access to the most important charts.
- **Drive ongoing quality improvements – provide prompt, personalized feedback** by providing exported evaluations with related communication recording for review, or by using Web-based scorecards and employee desktop tickers that link to additional information.

Establish a Foundation for Performance Optimization

Align your Quality Assurance program with your strategic goals in order to maximize its value and return on your investment.

- **Immediately gain valuable insights** and intelligence from your contact center operations! Benefit from instant, automated delivery of key performance indicators, coaching and notifications to the right employees at the right time for analysis by leveraging **VPI COACHING** – VPI's unique call taker training and eCoaching module that integrates seamlessly with **VPI QUALITY**.
- **Easily mix and match to expand** with integrated modules for screen recording and analytics, electronic coaching, centralized messaging, performance management, contact center analytics and more.



Count on a True Partnership with VPI

- Project Management
- Business Consulting and Workshops
- Training and Certification
- Technical Consulting and Custom Development



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VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,200 customers in over 35 countries.