

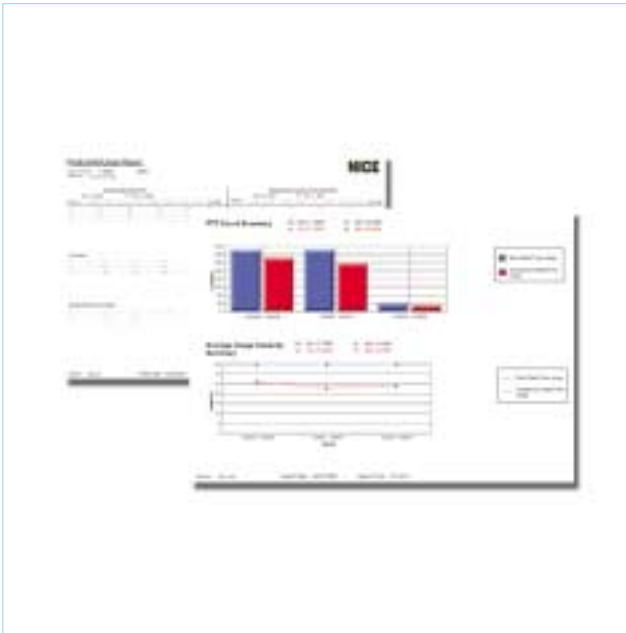


## NICE PUBLIC SAFETY REPORTS PACKAGE

Every public safety organization operates within a limited budget and attaches high importance to using available resources efficiently. Intuition is insufficient, however, when making decisions on workforce allocation and budget spending. A systematic decision support tool based on statistical information on the site operation is required. The NICE Public Safety Reports Package provides a simple reporting tool designed to let site managers monitor operations and make informed decisions.

Insight from Interactions™

**NICE**



Answers to these and other questions based on analysis of volume information can be gained easily by using the Productivity/Usage Report. Moreover, this type of report can be used with a comparison period analysis to gain deeper insight from an analysis of the details.

The Productivity/Usage Report generates both table and graphical formats, making it very easy to read.

## CALLS TREND REPORT

Lists of incoming calls by calling number or by location (such as street, city or zip code) are important when site managers want to map the region by, for example, those areas consuming more public safety services. Generating such reports by caller name or calling number provides even more specific information which can be used to identify frequent callers or "heavy public safety services consumers". Only after public safety site managers have identified and mapped callers and areas responsible for high call volume can they start asking why, and start finding answers.

## BUILT-IN REPORTS

The Reports Package is a powerful tool for generating reports based on communication traffic and call associated information. Using the Reports Package, public safety site managers can gain insights into and understanding of how effectively their call center is operating. A range of reports come with the package, and the user only needs to define a few basic and easily available parameters, such as timeframe, channels, users, and so on.

## PRODUCTIVITY/USAGE REPORT

Volume information per channel, agent or device for a specific timeframe is extremely helpful when making decisions on staff allocation and budgets. This means finding the answers to questions such as:

- To what extent the site's radio system is utilized?
- How many calls per hour are received on average?
- How many calls did a specific agent manage?

## SECURITY REPORT

This report complements NICE privilege administration, which prevents unauthorized actions, and helps to monitor authorized users to ensure they are not misusing the system. The Security Report includes a list of users who performed actions such as Login, Voice Playback, Save and Email, simplifying identification of abnormal system use.

## OTHER FEATURES

- Easy report generation.
- Reports can be: printed, zoomed in/out, emailed, search for text, and exported to file.
- Easy report customization as the package utilizes the Crystal Reports tool.

## CONTACTS

International HQ , Israel, T +972 9 775 3777, F +972 9 743 4282 • Americas, North America, T +1 201 964 2600, F +1 201 964 2610  
 EMEA, Europe & Middle East, T +44 8707 224 000, F +44 8707 224 500 • APAC, Asia Pacific, T +852 2598 3838, F + 852 2802 1800  
[www.nice.com](http://www.nice.com)

360° View, Agent@home, Executive Connect, Executive Insight, Experience Your Customer, Investigator, Lasting Loyalty, Listen Learn Lead, MEGACORDER, Mirra, My Universe, NICE, NiceAdvantage, NICE Analyzer, NiceCall, NiceCLS, NiceCMS, NICE Feedback, NiceFix, NiceGuard, NICE Learning, NICE Link, NiceLog, NICE Perform, NICE Playback Organizer, Renaissance, ScreenSense, NiceScreen, NiceSoft, NICE Storage Center, NiceTrack, NiceUniverse, NiceUniverse LIVE, NiceVision, NiceVision Harmony, NiceVision Mobile, NiceVision Pro, NiceVision Virtual, NiceVision Alto, NiceVision NVSAT, NiceWatch, Renaissance, Secure Your Vision, Tienna, Wordnet and other product names and services mentioned herein are trademarks and registered trademarks of NICE systems Ltd. All other registered and unregistered trademarks are the property of their respective owners.