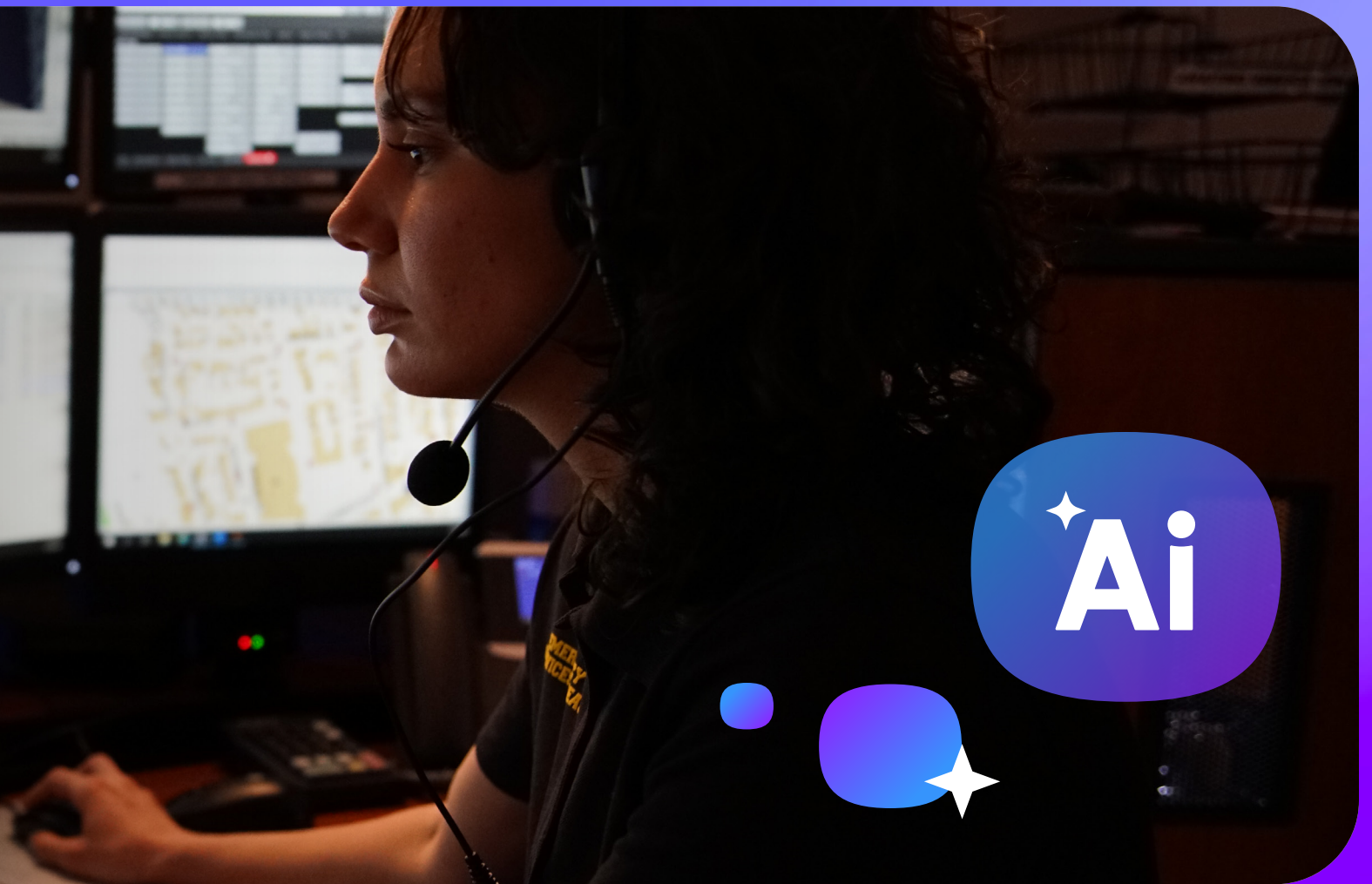


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NiCE | Inform Ai
Transform Your
PSAP with AI



Your emergency communications center is under constant pressure. Call volumes are rising, staffing shortages persist, and public and legal expectations around response quality have never been higher. Yet, like most centers, you probably still rely on manual processes and only review a small fraction of calls. Often this means critical calls can go unchecked, patterns of risk are missed, and feedback comes too late to make a difference.

Your supervisors and QA team is likely stretched thin, spending hours pulling audio, replaying calls and scoring evaluations by hand—time that could be spent guiding teams and improving outcomes. With so many calls left unreviewed, it's difficult to spot trends, identify areas for improvement, or provide feedback that's timely and actionable. These gaps can affect your efficiency, staff morale, and ultimately, the quality of emergency communications.

Introducing NiCE Inform AI

NiCE Inform AI makes quality and performance management achievable at scale – regardless of the call logging recorder in use. It steps in to do the heavy lifting, applying purpose-built artificial intelligence to turn every call into structured, actionable insight. It automates repetitive QA tasks, while surfacing performance trends, and equipping your supervisors with the information they need to coach staff and address risks before they escalate. By unlocking insights from every call, NiCE Inform AI frees your supervisors to focus on what really matters—guiding telecommunicators, improving response quality, and supporting public safety.

AI-powered Automation and Insights That Make Everyone in 911 Better

At NiCE, we believe the smartest AI solutions don't replace humans—they empower them. AI excels at processing vast amounts of data, spotting patterns and surfacing insights that would otherwise be impossible to catch manually. Humans bring judgment, context, and accountability. NiCE Inform AI combines the best of both: automated suggestions and insights are always paired with a clear human validation workflow, ensuring decisions remain grounded and trusted.

Additionally, NiCE's assistive AI goes beyond simple auto-scoring to embed AI into every workflow – to improve QA and coaching, reduce administrative burden, and elevate performance across your entire 911 center. The result is intelligence with purpose: practical, human-centered AI that makes work smarter, not harder, and helps every member of your PSAP perform their best.

AI That Makes Everyone Better



Directors

See center-wide performance trends and track compliance with confidence.



QA Evaluators

Accelerate call review with AI-driven scoring and risk detection, validated by human oversight.



Supervisors & Trainers

Reduce administrative tasks and deliver coaching that's timely, specific, and impactful.



Telecommunicators

Receive actionable feedback that builds skills, confidence, and readiness for high-pressure moments.

The Foundation: Accurate, AI-Powered Transcription

At the heart of NiCE Inform AI is an advanced transcription engine, purpose-built for public safety. Every call is automatically converted into a complete, time-stamped, searchable text record.

NiCE's AI also handles the unique challenges of emergency communications—overlapping voices, rapid exchanges, background noise and emotional or high-stress speech—capturing every word, name, address and critical detail with exceptional accuracy. By turning raw audio into structured text, NiCE Inform AI enables faster QA, targeted coaching, and actionable insights, giving supervisors the confidence that no critical detail is missed.

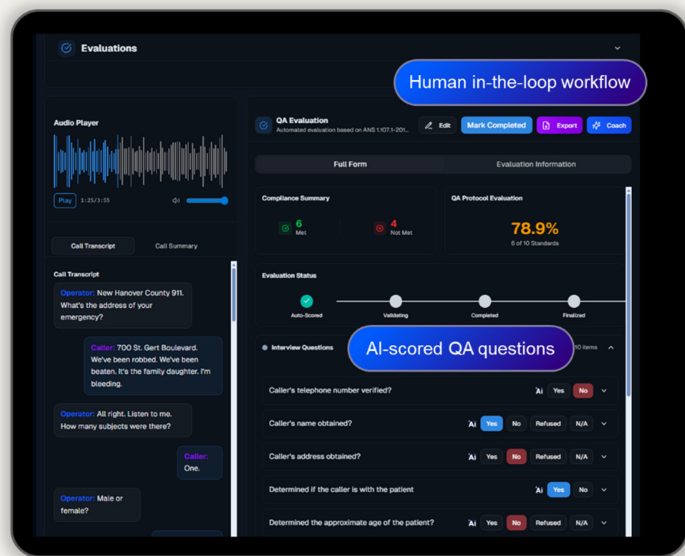
100% AI Automated QA Scoring with Human Review

NiCE Inform AI's capabilities fundamentally change how QA, coaching and oversight are delivered.

Traditional QA programs only review a fraction of calls, leaving critical moments unexamined. NiCE Inform AI automatically evaluates one hundred percent of calls against established protocols. Supervisors no longer spend hours selecting calls or manually scoring forms. The AI pre-scores calls and surfaces potential compliance issues for human review. With NiCE Inform AI handling the heavy lifting, QA becomes comprehensive, consistent, and actionable. Built-in APCO/NENA QA/QI forms and a full editor for customization make it easy to align assessments with your center's needs, providing unprecedented insight without the extra work.

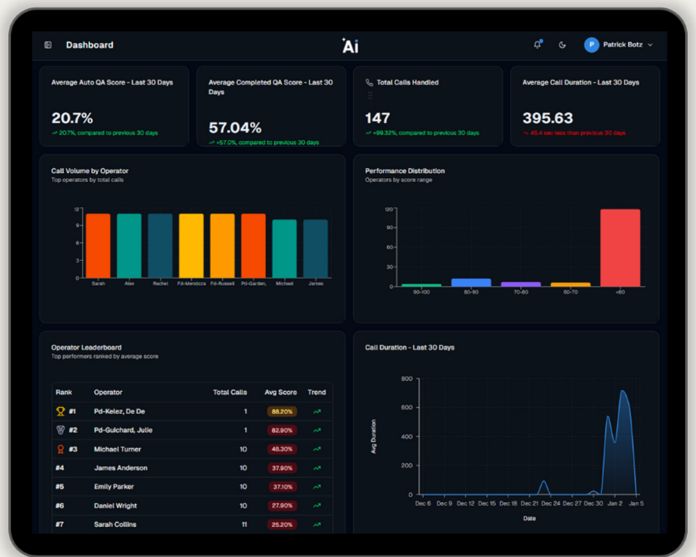
AI Coaching Suggestions

QA is only valuable when it leads to action. NiCE's AI doesn't just flag issues; it enables coaching with context. It transforms every call into actionable guidance, generating clear coaching suggestions and improvement tasks. Supervisors receive summaries with identified issues, recommended actions and priorities, while staff can see personal feedback and tasks in one convenient view. Supervisors can assign coaching with due dates, track all open tasks and focus conversations on specific behaviors and outcomes.



Dashboard Turns Data Into Action

NiCE Inform AI transforms raw call data into clear, actionable insight, giving supervisors and leaders a real-time view of performance and trends. From QA scores to call volumes and average handling times, the dashboard makes it easy to spot patterns, highlight gaps and identify emerging risks before they become critical. Metrics can be viewed by individual, team, shift, or incident type, along with telecommunicator leaderboards, score distributions and trend comparisons. NiCE Inform AI turns complex data into intuitive, decision-ready insight for the entire agency.



Powerful Keyword Search and Replay: Find What Matters, Fast

NiCE Inform AI makes finding the right call fast and effortless. With full-text search across transcripts and metadata, supervisors can locate calls by keywords, phrases, incident types or even specific telecommunicators in seconds. Each result links directly to the corresponding audio, with transcripts and AI-generated summaries displayed side by side, so supervisors can jump instantly to the key moments they need.

This streamlined access transforms how centers handle investigations, complaint resolution, audits, and training. No more digging through hours of recordings or relying on memory—everything is searchable, precise, and ready to review. By combining diarized, speaker-separated transcripts with a unified view of audio, metadata and AI insights, NiCE Inform AI turns what was once a time-consuming task into a fast, accurate and actionable process.

Intelligent Call Categorization: Quickly Spot Trends and Key Moments

NiCE Inform AI makes it easy to classify calls using keywords and context. Whether it's mental health incidents, repeat callers or high-risk situations, supervisors can quickly categorize and pull calls for review. With organized, actionable insight at their fingertips, supervisors can better understand how different types of calls are being handled and make data-driven decisions to improve outcomes and staff performance.



Key Benefits of NiCE Inform AI



Recorder-Agnostic

Ingests, transcribes and analyzes audio and data from any recording system.



AI Scores Every Call

QA coverage expands from just a handful of interactions to 100% of calls—without adding staff.



Human QA Review & Coaching Workflow

Any percentage of AI-scored calls can be marked 'required' for human review and sign-off with built-in support for dispute resolution.



AI Coaching Suggestions

Turn insights into timely, targeted feedback that supports telecommunicators, builds confidence and improves skills under pressure.



Instant Insight into Performance & Wellness

The dashboard surfaces QA trends, operational gaps, and early signs of stress or retention risk, giving leaders the clarity they need to act quickly and confidently.



Compliance & Audit-Ready

Maintain consistent, defensible documentation to meet regulatory standards and strengthen accountability.



Accelerated Investigations

Searchable transcripts streamline incident reviews.

NiCE: Where AI Meets Unmatched Expertise

With decades of leadership in Quality Assurance and the trust of thousands of 911 centers, NiCE brings unmatched expertise to AI-driven oversight. We helped shape the original APCO/NENA QA/QI standards, giving us a deep, firsthand understanding of how emergency communications truly operate. That operational credibility is paired with cutting-edge, purpose-built AI—designed specifically for public safety. Backed by a world-class R&D organization and a forward-looking innovation roadmap, NiCE Inform AI empowers 911 centers to anticipate emerging risks, adapt to evolving regulatory demands, and continuously elevate performance across every level of the organization.

Technical Specifications

Category	Specification
Cloud Platform	Hosted in Microsoft Azure (US regions) with support for FedRAMP High authorized service boundaries
Availability	Designed for 99.9% availability using Azure regional redundancy
CJIS Aligned Deployment	Azure configurations aligned to CJIS Security Policy v5.9.1, including US only data residency
Data Protection	AES-256 encryption at rest, TLS 1.2+ encryption in transit, and optional Customer-Managed Keys (Azure Key Vault)


Category	Specification
Identity & Access	Secured via Microsoft Entra ID (Azure AD) with MFA, Conditional Access, and RBAC controls
Integrations	Compatible with virtually any 911 recorder, and leading 911 CPE and CAD systems
Audit Logging	Comprehensive audit logging with optional SIEM integration (Azure Monitor / Sentinel)



Learn More

Discover how NiCE Inform AI can help your 911 center reduce risk, strengthen performance, and better support the people who answer the call when it matters most. Visit [NiCE Public Safety](#) or contact us for a personalized demonstration.

NiCE



**TRUTH
DEPENDS
ON IT™**

About NiCE Public Safety & Justice

With over 3,000 customers and 30 years of experience, NiCE helps all types of public safety and criminal justice agencies, from emergency communications and law enforcement to prosecutors and courts, digitally transform how they manage digital evidence and data from beginning to end, to get to the truth faster. NiCE's Evidential platform features an ecosystem of integrated technologies that bring data together to give a single view of the truth, enabling public safety and justice agencies to do what they do better – whether it's responding to incidents, investigating and building cases, or prosecuting crimes. With comprehensive digital transformation solutions that can be deployed across entire counties and states, NiCE also helps everyone work better together, so justice flows more smoothly, from incident to court.

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