MYERS VOICE & DATA, INC.
Verint Certified Partner

Audiolog

For Public Safety

Audiolog™ is a powerful call recording, retrieval, and quality management solution for enhancing the performance of emergency response, public safety, and control room operations.

Designed for superior reliability in mission-critical environments, Audiolog can record all calls with related data in virtually any public safety situation.

Rapid, incident-based recording retrieval facilitates scenario reconstruction and provides public safety professionals with the information they need to act more effectively. Remote live monitoring and playback let managers listen to multiple channels or calls from their desktop PCs. Flexible storage capabilities allow large volumes of calls and related data to be retained using industry-standard storage technologies.
And interactive assessment tools facilitate compliance with government mandates on call handling evaluation.

Built on thousands of successful implementations, Audiolog helps 9-1-1 centers, emergency dispatch facilities, homeland security agencies, transportation networks, correction facilities, and other public safety organizations perform more effectively.

A Powerful, Easy-to-Use Solution for Recording, Evaluation, and Archive

Help Public Safety Organizations Work More Effectively

Audiolog captures telephone and radio interactions and can tag them with pertinent CTI, ANI/ALI, ICCS, and other data, for a more complete picture of public safety situations. Then Audiolog makes recorded voice, screens, and data readily accessible to call handlers, dispatchers, and supervisors for greater situational awareness and fast, effective response.

Designed to perform consistently and dependably in the demanding operations and dispatch center environments, Audiolog can capture all calls in their entirety or can be set to record on demand when full time recording is unnecessary or prohibited.

Fast, Effective Response to Urgent Situations

With Audiolog, authorized personnel can monitor interactions from their desktops in real time and retrieve and play back contacts in just seconds. Instant recall playback lets call takers and dispatchers quickly confirm details and review conversations that were difficult to hear or understand.

Recordings can be retrieved according to a wide variety of related criteria, from date and time to caller ID, agent, DNIS, or ANI/ALI. Or staff can take an incident-based approach, reconstructing events and scenarios by playing back multiple interactions simultaneously — all from a single workstation.

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The Recordings Public Safety Professionals Need, When They Need Them

Audiolog can retain large volumes of calls online and archive contacts to DVD-RAM media and network-based storage resources. These flexible storage options provide public safety professionals with ongoing access to interactions and data, so that they can review or verify actions and assess call handling performance over time.

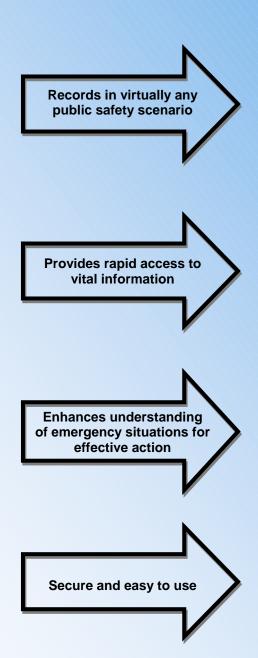## Comply with Government Requirements for Call Handling Evaluation

Audiolog Interaction Quality™ is an easy-to-use software solution for evaluating the performance of call takers and dispatchers. Featuring an easy-to-use, browser-based interaction assessment tool for call playback and scoring, Audiolog Interaction Quality facilitates compliance with government regulations and industry standards and helps public safety organizations improve operational efficiency and responsiveness.

Reliable, Available, Secure

Built on an open architecture, Audiolog uses standard PC components, the Microsoft Windows platform, and the Microsoft SQL database. This standards-based design promotes superior reliability and availability, cost effective operation, and outstanding performance.

Audiolog is designed to secure recordings from unauthorized access. Each user may be assigned playback and monitoring rights by channel, agent, and talk group. Audiolog also provides a playback audit trail to help track unauthorized incidents and abuse.

Why trust your interaction recording to anyone else?

Records in virtually any public safety scenario

- Records digital and analog telephones, trunked and conventional radio systems, telephone lines and trunks, VoIP phones, and PC screens
- Records all calls and tags calls with information from radio, ANI/ALI, ICCS, or CAD systems
- Records screens while minimizing network usage and storage requirements
- Captures screen changes, including mouse movements and keystrokes, without disrupting call handlers

Provides rapid access to vital information

- Remote live monitoring, retrieval, and playback from the desktop
- Search for calls by date, time, duration, channel, agent, caller ID, DNIS, ANI,ALI, call index number, CTI private data, and more
- Easily locate and replay incidents by radio talkGroup and radio ID
- Live monitoring and playback of multiple channels
- Online and long-term storage using RAID or Network Attached Storage and archive to DVD-RAM media to enhance call/data availability

Enhances understanding of emergency situations for effective action

- Full CTI and ANI/ALI integration to capture the telephone number and location of each call, enabling incident-based call retrieval
- Instant recall playback that enables emergency calls to be quickly played back to confirm details and for replay of difficult-to-hear interactions

Secure and easy to use

- Uses industry-standard technology for high reliability and lower acquisition and maintenance costs
- Enables user playback and monitoring rights to be assigned by channel, agent, or radio talkGroup
- Provides playback audit trail indicating who has retrieved a recording and the date and time the recording was played
- Offers remote system management from the desktop

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