

Are you leveraging technology to ease staffing burdens?

Eventide Communications' *Critical Insights AI* is a comprehensive suite of artificial intelligence (AI) tools designed to improve efficiency and outcomes for PSAPs, call centers, security departments, campuses, and beyond. This software as a service (SaaS) product natively integrates with *NexLog DX-Series* full ecosystem recorders and runs and operates on Amazon Web Services (AWS) to securely store and analyze vast amounts of data.

Why Choose *Critical Insights AI*?

- Automated QA/QM
- Trained on Public Safety Data
- Find It Faster
- Advanced Data Analytics
- Stress Level Reporting

"Critical Insights AI made things easier and cut down my QA time by 50%. It pulled calls for us to QA, so I didn't have to spend time hunting for calls to QA."
– T.W.

"The transcription was super helpful. Instead of jumping around in the call, I was able to see exactly what was said by reading. I also loved the major events section, summary, and timestamps."
– M.W.

Testimonial from Putnam County Office of
Emergency Management

Automate Processes, Optimize Resources, and Make Every Team Member Count

Critical Insights AI Derives Input From:

- Phone/911 Audio
- i3-Log™ Events
- CAD Data
- Radio
- Agent Information
- Contextual Search

Critical Insights AI Includes **Three AI Assistants + Speech Factor AI**



Research Assistant

Are you chronically understaffed? Do you need to find data and complete recording requests quickly? Critical Insights AI optimizes your current staffing resources and gets you answers faster.

- Contextual Search
- Quickly Read Summaries and Key Call Points
- Voice-Enabled Search (*quickly locate recordings using voice commands*)



QA/QM Assistant

Do you need help automating and optimizing your QA/QM processes? Meet requirements with increased speed and accuracy with Critical Insights AI's integrated quality assurance solution.

- Automated Evaluations
- Real-Time Call Scoring
- Call Summarization
- CAD Data Entry Validation
- Preloaded APCO and NENA Evaluation Forms
- Custom Form Options



Supervisor Assistant

Are you ready for better data analytics for strategic decision-making? Could you better support your telecommunicators if you had more call data to work with? Let Critical Insights AI give you actionable insights with strong visual reports.

- Telecommunicator Stress Level Reporting
- Call Type Reporting and Trending

Speech Factor AI

*Eventide's transcription and word spotting tool, **Speech Factor AI**, is included in **Critical Insights AI**:*

- Real-Time and Retrospective Transcription
- Word and Phrase Search Across Selected Calls
- Real-Time Word and Phrase Spotting with Alerts
- Transcription in Multiple Languages
- Historical Mining
- Transcription Export

Learn more at eventidecommunications.com/critical-insights-ai



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