

# Tracer for Public Safety Agencies



## Safeguarding Mission-critical Communications



T R A C E R

Professional Interaction Management

### Reliable Recording When it Matters Most

Clear, rapid and efficient communications are the foundation of effective public safety operations. Public safety organizations, including 9-1-1 call centers, law enforcement agencies, emergency dispatch services and fire departments, invest heavily in identifying and implementing the best communications systems. Ensuring citizens in need can communicate with dispatch operators, as well as making sure field personnel and dispatchers can communicate with each other, is of paramount concern. But, for public safety organizations, it is also especially important to maintain a reliable, easily accessible record of these mission-critical communications. Tracer, the professional interaction management solution from OAISYS, delivers versatile recording functionality combined with powerful quality assurance, monitoring and reporting tools.



### Improve Dispatch Communications and Compliance

Tracer automatically records, stores and organizes telephone conversations and, optionally, associated screen activity on a central, secure server. Engineered to support sophisticated, high-volume recording needs, Tracer can operate either trunk-side or station-side and delivers data link integration with a wide range of business communications systems.

Utilizing VOX recording integration, Tracer captures dispatch center telephone and radio communications, providing supervisors with a clear and complete history of what transpired in each set of circumstances they manage. In time-critical scenarios when information must be verified or when uncertainty exists, emergency calls can quickly be played back to confirm vital details.

A slow or improper response to a public safety dispatch call can present serious legal implications. Tracer presents significant liability protection benefits to public safety agencies. The ability to quickly and easily refer to the original communication allows agencies to demonstrate that situations were handled professionally, responsibly and in accordance with government regulations and industry standards.

## Effective Performance Evaluation and Training

Solid communication skills and the ability to work well under extreme pressure are important qualities for police, fire, and ambulance dispatchers. In most cases, workers must develop these skills while on the job. They must deal with anxious or panicked callers, obtain critical information, assess caller needs and dispatch the appropriate response, all within a matter of moments. When emergency units are en route or on the scene, dispatchers must coordinate communication between multiple responders to ensure the appropriate deployment of resources for the situation. Streamlined training measures which can help to improve dispatcher proficiency with these challenging responsibilities can prove invaluable for public safety agencies.

Tracer call recordings provide a highly effective training tool for dispatch center workers. Managers and supervisors can select interactions that were handled particularly well, or calls that fell short of performance expectations or established guidelines. Tracer's Quality Control Module provides a convenient means for evaluators to review a recording and rate the call by providing a grade on each of a series of pre-selected questions/criteria. By reviewing the performance of dispatch agents and call takers, opportunities for improvement can be identified and dealt with, helping to improve overall operational efficiency and responsiveness.

## Dependable Recording, Effortless Storage and Retrieval

Public safety agencies need to maintain call records for extended periods of time. A call may need to be reviewed months or even years after it occurred, and the risk of lost call data must be averted. OAISYS offers built-to-order recording platforms with advanced fault tolerance and data protection capabilities to ensure Tracer call recordings are available when needed. In various configurations, from 14,000 up to 75,000 hours of call recordings can be stored on the system, and recordings can be archived using the included DVD burner or over a Local Area Network (LAN) to an external storage resource.

In public safety recording environments, it is common for courts, lawyers and compliance officers to request copies of dispatch communications, often with little advanced notice. Tracer addresses those demands with simple, efficient call recording organization and accessibility, made possible by its highly intuitive folder organizational structure. Similar to Microsoft Outlook®, static folders enable users to manually organize call recordings as needed, while dynamic folders make it possible to automatically organize recordings based on pre-defined criteria or conditions set for that folder.

Additionally, the Tracer user interface is intuitively designed to help users quickly locate recordings by conducting a search on a wide variety of specific recording file attributes or by simply locating the recording within a dynamic search folder. Tracer's advanced search capabilities allow public safety professionals to rapidly search hundreds of thousands of calls, delivering the correct recording in just seconds.

## Public Safety Communications Demand a Superior Recording Solution

- Accurately record phone and radio communications in their entirety
- Analyze and evaluate interactions to identify performance strengths and weaknesses
- Ensure compliance with industry regulations and standards
- Minimize liability risk with a verifiable record of all communications activity
- Reliably and conveniently archive call recordings
- Retrieve important call recordings almost instantaneously



To find out more about OAISYS and Tracer, please visit our website at [www.oaisys.com](http://www.oaisys.com).

OAISYS  
7965 South Priest Drive, Suite #105  
Tempe, AZ 85284  
888.496.9040

© OAISYS 2008. OAISYS and the OAISYS logo are registered trademarks, and Talkument and the Talkument logo are trademarks of Computer Telephony Solutions. All rights reserved.