



Find It Faster | Tuned for Public Safety

Are you leveraging best-in-class, custom, purpose-built AI?

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

Tuned for public safety, *Critical Insights AI* has been trained on public safety data. Because *NexLog DX* is a full ecosystem recorder that pulls in extensive data from audio, video, and screen recording, *Critical Insights AI* is a robust and powerful AI tool designed to optimize your agency's efficiency with help from three AI Assistants and Eventide's *Speech Factor AI* add-on.

"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

Enhance Situational Awareness, Incident Reconstruction, and QA/QC Automation

Critical Insights AI Derives Input From:

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

Eventide™ Communications



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 *Speech Factor AI* add-on is included in *Critical Insights AI*

Features:

- 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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