

# Verint Mobile Responder

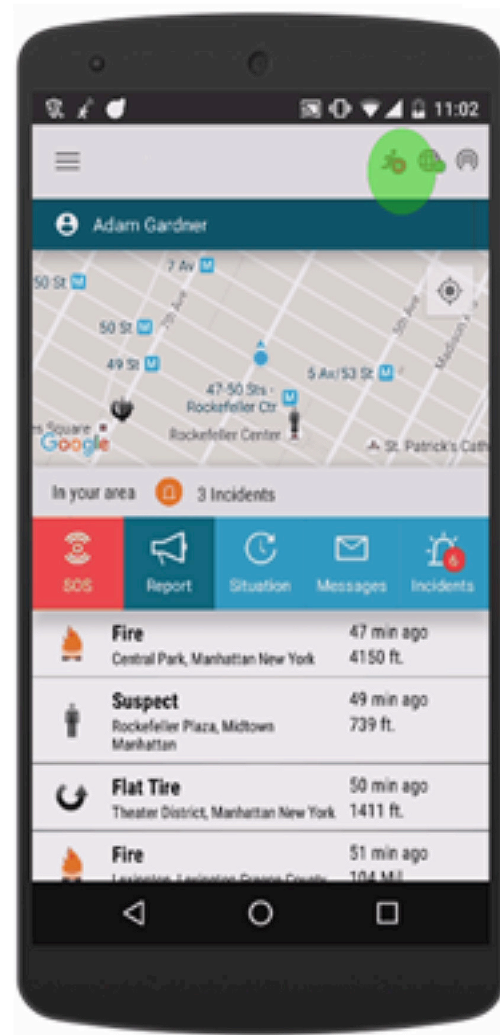
Today's command center now has the unique ability to expand the radio-based voice communications model and equip officers, first responders, and volunteer support with a consistent level of engagement from the initiation to the close of an incident. Utilizing the ubiquitous smart-phone technologies now available throughout the majority of the public and private sector, Verint Mobile Responder can send and receive vital data from the command center and maintain up-to-the-second situational awareness. This capability is a true force multiplier, gaining a more comprehensive interaction with active officers, engaging first responders and formally allowing those without direct roles to become valuable contributors in times of need and make your entire organization successful in the most critical moments.

## On-the-scene Video from Responder Devices

Today's responders equipped with smart phones can generate video directly back to command centers for live viewing of incidents as they happen. Multiple responders can position devices on the perimeter of the incident for a multi-dimensional view. This insight is supported throughout the Verint Situation Manager Video Workspace and the operator can configure screens to show multiple responder videos simultaneously to gain critical awareness of what is happening and what support is required.

## Field & Mobility Positional Updates

Responders can become a flexible workforce, and keeping connected with them could prove vital. Each user of Verint Mobile Responder can make their availability appear in the central dispatch map by simply opening the app on their smart phone. They can also be represented in the system according to their mode of transportation, critical to determining their estimated time of arrival to the scene of the incident. In the case their obligations change, they can modify for their status to 'static' or 'off-line' to give the command center an understanding of the true availability of the extended force. This keeps the command center completely in tune with the availability, and mobility, or the response force.



## Key Benefits

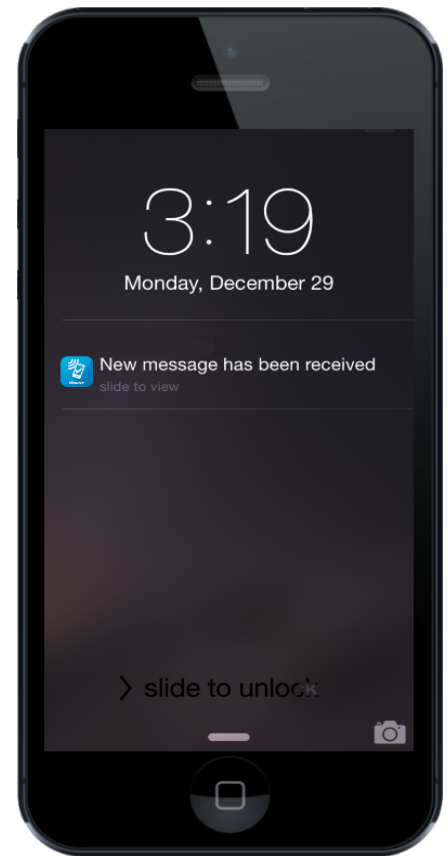
- Incident notification to nearby responders
- On-the-scene Video from Responder Devices
- Field & Mobility Positional Updates
- Enriched Information Sharing and Unified Messaging
- Incident creation and Self-Dispatch
- Responder Personal Safety and Duress Signal
- Incident Journal Summarizes Open Events and Updated Information

### Enriched Information Sharing and Unified Messaging

In the midst of complicated incidents, dispatchers and responders can keep in unison with the bi-directional messaging supported between Verint Dispatch Manager and Verint Mobile Responder. Responders can send text messages or can choose an option from a pre-defined list of prepared comments to keep dispatchers aware of their status. Dispatchers can see multiple responders at once, including those who may be part of groups, and directly messages one, some or all responders about the incident and their instructions.

### Incident creation and Self-Dispatch

For any situation a responder may come across, Verint Mobile Responder allows for an incident to be easily be created and then monitored in Verint Situation Manager. Responders can easily initiate an incident with a bi-directional data form to help them and the command center. By selecting an 'Incident Type,' the responder can provide further depth on a customized incident form that can collect anything from text data, to photos, or signatures. Once an incident has been created, the responder can immediately notify the command center if they are 'self-dispatching,' or if they are reporting only. An auto-dispatch can also be configured to send specific responders, such as an Emergency Medical Technician, in the case of a specific type of an incident. The form collects additional data, including: Incident Priority, Time Elapsed Since Incident Creation, Location, Location Comments, Map Displaying Current Responder and Incident Location, Caller Name and Phone Number, and Last Status Update.



### Responder Personal Safety and Duress Signal

Verint Mobile Responder enables the unique ability to not only send alerts, but also create a high-urgency incident and turn their phone into a live video streaming device. The ability to auto-dial an emergency telephone line and both verbally and visually connect provides real-time situational awareness and visibility not commonly achievable in today's command centers. Mobile Responder allows your alert and video feed to be automatically geo-located in Verint Situation Manager to enable other devices or security inputs in the area to contribute to the picture.

### Incident Journal Summarizes Open Events and Updated Information, whether indoors or outside.

A responder in a busy environment may need to be in multiple places at once. To gain perspective from the field on everything that is happening, the Incident Journal provides a simplified list of open events within geographic proximity. The list can be seen in simple list form, or overlaid on a standard map or satellite view. Responders can also access open mapping apps such as Waze, Google Maps, or OsmAnd. From the summary list, a responder can drill deeper and see complete digests of the incidents in progress. As updates occur the incidents will automatically display new situational analysis to the user.

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