

# Verint Dispatch Manager

Verint Dispatch Manager unifies disparate command center technologies and security staff by fusing critical data input from emergency calls and responder activity to drive pinpoint response and enhance situational awareness. With traditional command centers relying mostly on call and radio updates, visibility can be limited when you need it the most. Where are the best-suited responders? Is their status up-to-the-minute? Are their positions coordinated on a GIS map? With Verint Dispatch Manager, the command center can not only oversee a situation, but also engage with and direct the full spectrum of an organization's response force. Situational awareness now gets an extra dimension with the capabilities of Verint Dispatch Manager, an integral component of Verint Situational Awareness Platform.

## Help Command and Control Get an Accurate Picture for Improved Response

With Verint Dispatch Manager, you can create a comprehensive emergency dispatch solution that enables situational awareness, reduced emergency response time, and enhanced communications. Dispatchers and responders will share insights that will make responses more effective and efficient. Verint Dispatch Manager can fuse live and historical event data with GIS maps, responder positions, reporter inputs, and revealing sources, such as weather, social media, cyber security, public safety databases, and much more. This complete picture brings greater visibility to the command center about what is happening and confidence to the responders who may be in difficult situations.

## Transform the Way Dispatch Sees and Engages Response Teams

By utilizing Verint Mobile Responder, response forces can share their availability, mode of transportation, visual observations, and a live video feed directly to the dispatcher. Verint Dispatch Manager's automatic response protocol can automatically assign responders, or allow the dispatcher to see the positions of the entire force and be effective in assigning the best resources. As an incident progresses, time alerts can track service level agreement (SLA) commitments for service quality and dispatchers can easily identify the force's positioning and re-assign priorities as new information comes in. With other systems and sensor inputs available from Verint Situation Manager, the dispatcher can maintain high levels of situational awareness and keep responders equipped with relevant and timely information.



Verint Dispatch Manager can operate stand-alone or fully integrated to Verint Situational Awareness Platform.



## Key Benefits

- Enable Reduced Response Times
- Help Command and Control Get an Accurate Picture for Improved Response
- Transform the Way Dispatch Sees and Engages Response Teams – both outside and indoors
- Powerful combination with Verint Situation Manager
- Bi-Directional Information Flow for Clear Collaboration, Seamless Integration with Mobile Reporter & Mobile Responder
- Alleviate Wide Range of Operational Challenges
- Example Scenario – End-to-End Incident
- Breaking News Risk Monitoring
- Business Intelligence Reporting Tool

### Breaking News Risk Monitoring

Verint Dispatch Manager supports a powerful and insightful feed of current event intelligence surrounding geo-fenced locations or nearby traveling employees. By taking emerging topic trends from Twitter and geo-analyzing against your people and your footprint, Verint Dispatch Manager can alert you to increased safety risks and get your staff proper notice to respond appropriately.

### Bi-Directional Information Flow for Clear Collaboration, Seamless Integration with Mobile Reporter & Mobile Responder

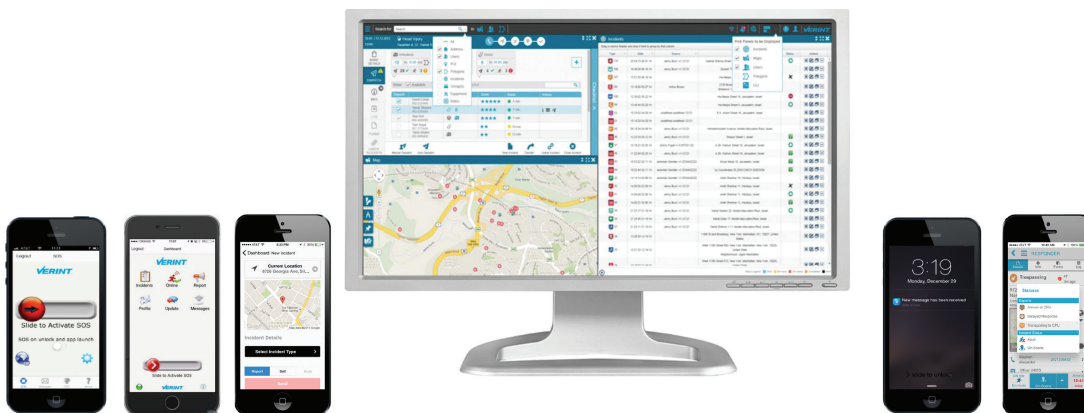
Verint Dispatch Manager can coordinate directly with field responders and empowered citizens with the deployment of Verint Mobile Reporter and Verint Mobile Responder. Mobile Reporter and Mobile Responder can generate incredible sources of data at the edge. Whether a casual observation or a critical response, these mobile capabilities now place them on the command center map, and their status updates are being constantly correlated with other situational data inputs to populate the map and keep dispatchers sharp and in-tuned with the on-goings of an incident.

### Alleviate Wide Range of Operational Challenges

Whether you are charged with protecting a city, an institution, or critical infrastructure, Verint Dispatch Manager can provide a significant boost to your security response program. The risk of crime, threats, and disasters require every agency, public safety entity or security team be enabled with a common operating picture that drives immediate and efficient dispatching. In many scenarios there are volumes of data that can be collected, correlated and presented to your command center and ultimately, your field responders. Verint Dispatch Manager provides the means for these organizations to connect and work effectively with their radio communications networks and current computer-aided dispatch model.

### Example Scenario – End-to-End Incident

A member of the community identifies an incident in progress with a suspicious person and sends an alert via Verint Mobile Reporter to the command center. The dispatcher sees the alert appear on the map in proximity to a PTZ security camera. The reporter immediately opens their smart phone to stream video back to the command center to enable a multi-dimensional view of the situation. Verint Dispatch Manager automatically distributes the call for response to two officers and a medic within short distance, enabling them to quickly, and smartly, position themselves for a potentially critical event.



#### Mobile Reporter

One-click SOS. Report crimes, hazards, medical emergencies, traveler situations, and more. Anonymously Alert authorities to potential threats and crimes.

#### Dispatch Manager

Comprehensive emergency dispatch enables reduced response time, optimized response, enhanced communications, employee monitoring during time of risk, key performance indicators, and business intelligence.

#### Mobile Responder

Mobile responder with incident notification, navigation and enhanced communications.

### Verint. Powering Actionable Intelligence®

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