

Quality 911 for Emergency Dispatch

Capture911 interaction recording software features powerful quality assurance tools.



Optimizing performance is essential for successful Public Safety Answering Points, 9-1-1 and emergency dispatch facilities. Ensuring that dispatchers follow appropriate protocols and deliver accurate information is highly important for providing accurate and timely first response services.

Employing the right dispatcher assessment solution can result in a high-quality dispatch center team. HigherGround's **Capture911** multi-channel interaction recording, storage, and analytics solution includes **Quality 911**, a feature that is comprehensive, easy to learn and customizable to fit your organization.

Quality 911 is a valuable tool that provides quality assurance assessment for dispatcher performance. It can determine if dispatchers are communicating appropriately and contribute to behavioral improvements.

In Quality 911, you can quickly generate reports and assess dispatcher performance by several parameters, including:

- Did the dispatcher issue the correct greeting
- Did the dispatcher request caller identity
- Did the dispatcher clarify the reason for the interaction
- Did the dispatcher identify the issue
- Did the dispatcher request the caller's location
- Did the dispatcher suggest appropriate actions
- Number of calls per unit time
- Duration of calls
- Dispatcher and team totals

Capabilities

Quality 911 offers a variety of reports, views, and grading criteria. You can use APCO/NENA standardized grading forms or create questions and build customized forms. Score values and category assignments can be assigned for each question. Categories such as professionalism, listening skills, or thoroughness can be created for question filtering. You can also send personalized coaching materials directly to agents with the Coaching feature (available on browser-based interface).

The screenshot shows the 'Question Utility' interface. On the left is a 'Question List' table, and on the right is a 'View Question' panel. Red callout boxes with arrows point to specific features: 'Selected Question' points to a row in the table, 'Question List' points to the table header, 'Category Assignment' points to the 'Category' dropdown in the 'View Question' panel, and 'Score Assignment' points to the 'Point Value' field in the 'Answer Definition' section.

Question	Category	Subcategory	Points	Answers	Score
Incident location determined and repeated?	Section A - All Callers Skills		20		4.0
Callback number determined and repeated?	Section A - All Callers Skills		20		4.0
Consciousness status asked?	Section A - All Callers Skills		100		3.0
Age of patient asked?	Section A - All Callers Skills		60		3.0
Breathing status asked correctly?	Section A - All Callers Skills		100		3.0
Speaks clearly and audibly?	Section A - All Callers Skills		20		3.0
Displays empathy toward caller?	Section A - All Callers Skills		20		3.0
Displays calm professional manner?	Section A - All Callers Skills		20		3.0
Uses calming techniques when necessary?	Section A - All Callers Skills		20		3.0
Were sufficient Key Questions asked?	Section B - Caller Interrogation		50		3.0
Was correct APCO guideline used?	Section B - Caller Interrogation		50		3.0
Deviation from guideline?	Section B - Caller Interrogation		100		5.0
Appropriate to give PA instructions?	Section D - Pre-Arrival Instructions		0		2.0
Possible to give PA instructions?	Section D - Pre-Arrival Instructions		0		2.0
(If Given) Were PA instructions given?	Section D - Pre-Arrival Instructions		0		3.0
(If Given) Was there deviation from APCO guideline?	Section D - Pre-Arrival Instructions		100		5.0
Was call sent/dispatched within 60 seconds?	Section C - CAD Entry		10		3.0
Was callback number entered correctly?	Section C - CAD Entry		10		3.0

View Question details for 'Consciousness status asked?':

- Question: Consciousness status asked?
- Column Header: Consciousness status asked?
- Tooltip Text: Consciousness status asked?
- Category: Section A - All Caller
- Subcategory: (empty)
- Control Type: Button
- Number Of Possible Answers: 3
- Answer Definition:

Answer	Point Value	Default
Yes	100	<input type="radio"/>
Obvious	100	<input type="radio"/>
No	0	<input type="radio"/>
(empty)	0	<input type="radio"/>
(empty)	0	<input type="radio"/>

Grading Form - the grading window allows examination of several aspects of calls and other interactions. You can instantly access any interaction and associated data for quick evaluation.

You can apply grading while simultaneously playing back the voice interaction and viewing the dispatcher's screen capture. Screen capture shows video of the agent's screen activity during the interaction, including applications used, time and duration of application use, internet use, and desktop views.

The screenshot displays the HigherGround interface. At the top, there's a 'Timeline Pane' showing a sequence of events: 'Email', 'Internet', 'CAD', 'Voice', and 'ScreenCap'. Below this is a 'Visual Media Pane' showing a 'Screen capture' video of a dispatcher's screen. To the right is an 'Attachments' pane for a specific call. Below these panes is a table of interactions:

Date Time (1)	Dura...	Media Types	St...	Station Name	Department Name	Depart...	Has Grading	Responder	Ph... Nu...	ALI Cla...	ALI Cal...
02/14/2018 01:58:24p	00:02:12	ScreenCap+Voice	50118	Shelly Lindemur...	Station Operators	202	No	Ambulance			
02/14/2018 01:57:31p	00:02:16	Voice	50013	Fernando Torres	911 Call Takers	201	No	Ambulance			
02/14/2018 01:55:11p	00:01:57	Voice	50013	Fernando Torres	911 Call Takers	201	No	Ambulance			
02/14/2018 01:49:30p	00:01:06	ScreenCap+Voice	50118	Shelly Lindemur...	Station Operators	202	No	Police			
02/14/2018 01:41:52p	00:01:05	Voice	50007	Amy Carlisle	911 Call Takers	201	No	Ambulance			
02/14/2018 01:40:05p	00:01:06	ScreenCap+Voice	50118	Shelly Lindemur...	Station Operators	202	No	Fire			

The screenshot shows the '911 Dispatch Eval - Grading Form' window. It includes a header with call details like 'Station Name', 'Station', 'Department Name', and 'Date Time of Call'. Below this are several sections for grading different aspects of the call, each with 'Yes', 'No', and 'N/A' options. A 'Click to Grade' button is highlighted. On the right side, there is a 'Score Totals' table:

Category Names	Score %
Ca...	
Profes...	71.4
Inform...	66.7
Proce...	77.8
Experi...	--
Thoro...	100.0
Listening	100.0

The grading form consists of categorized questions that you set up for optimal organization. You can use standard APCO/NENA forms, or create forms for various departments or purposes such as Dispatch Evaluation or Fire Call Taking. Custom forms can be configured with tabs that display a set of questions. Each question displays the category under which it is assigned. Automate sending of coaching materials to agents who score below a minimum threshold.

Quality Metrics - To examine overall performance of dispatchers and teams, analytics can be applied with a scorecard report. The report can include one or more dispatchers and reports can be displayed by various parameters such as question, interaction number, interaction media, call duration, grading, and more. Metrics can be viewed in a dashboard by table, or graphically for visual comparison.



To find out more about HigherGround Quality 911 and Capture911, contact a Commercial Electronics Representative.



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