

# 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 new sources, such as weather, social media, cyber security, public safety databases, and much more. This complete picture brings greater visibility to the command center 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.



With Verint Situational Awareness Platform, security operators can view information from different sources, sensors, and systems on a single, centralized interface.



## Key Benefits

- Help Command and Control Get an Accurate Picture for Improved Response
- Transform the Way Dispatch Sees and Engages Response Teams
- Powerful combination with Verint Situation Manager
- Bi-Directional Information Flow for Clear Collaboration, Seamless Integration with Mobile Reporter & Mobile Responder
- Alleviate Issues Across Range of Industries
- Example Scenario – End-to-End Incident

### Powerful combination with Verint Situation Manager

Today's command center is typically equipped with call taking and dispatch capabilities, as well as an assortment of systems which offer varying levels of value to incident management. When combining Verint Dispatch Manager and Verint Situation Manager, dispatchers and incident managers are able to unite key sets of data that can tell the story and give them a single pane of glass through which they can better manage the incident.

### 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 Issues Across Range of Industries

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, and more  
Anonymously Alert authorities to potential threats and crime tips

#### Dispatch Manager

Comprehensive emergency dispatch enable reduced response time, optimize response and enhanced communications

#### Mobile Responder

Mobile responder with incident notification, navigation and enhanced communications

### Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at [www.verint.com](http://www.verint.com).

#### Americas

info@verint.com  
1-800-4VERINT

#### Europe, Middle East & Africa

marketing.emea@verint.com  
+44(0) 1932 839500

#### Asia Pacific

marketing.apac@verint.com  
+(852) 2797 5678

#### Online

verint.com  
twitter.com/verint

facebook.com/verint  
blog.verint.com

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change. Not all functionality is available in all configurations. Please contact Verint for current product features and specifications. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2015 Verint Systems Inc. All Rights Reserved Worldwide. 12.2015