

Eventide MediaCoach™

PSAP Quality Assurance Software

MISSION-FOCUSED QUALITY MANAGEMENT

Eventide **MediaCoach™** QA software provides an integrated set of web-based tools for assessing and improving the quality, speed, and accuracy of call handling and dispatch operations at mission-critical communication centers.

CALL TAKER AND DISPATCHER ASSESSMENT

MediaCoach™ software's web-portal *Dashboards* help your QA staff efficiently evaluate calls for key attributes such as *fact finding, voice clarity, situational control, protocol adherence, empathy, data entry accuracy*, and more. Coaching requests can be issued directly from an open evaluation form, assuring that urgent needs for training are instantly identified and communicated to coaches.

Evaluation forms are fully-customizable using a unique drag-and-drop form design tool, allowing you to quickly adapt your center's QA processes for special incidents, changing protocols, new regulations, and next-generation technologies.

AUTOMATED E-LEARNING ASSIGNMENT

MediaCoach™ software can automatically assign targeted e-Learning materials (such as *procedure documents, training presentations, multi-media links*, and more) to call takers or dispatchers, whenever their score for a specific question falls short of a defined threshold. Call takers and dispatchers easily access these assignments via their personal **MediaCoach™** web-portal *Score Cards*.

COACHING/TRAINING

MediaCoach™ software's coaching management features help your staff to provide ongoing and effective feedback and training to call takers and dispatchers. Convenient web-portal *Coach Dashboards* enable coaches/trainers to schedule their coaching sessions, assign e-Learning content, and document the results after each completed session.

FLEXIBLE REPORTING

MediaCoach™ reports allow you to measure quality and track performance metrics by individual, group, or entire center. Reports and graphs may be scheduled for automatic delivery, and can be saved, printed, and exported to many standard formats.

EVENTIDE VOICE & SCREEN RECORDING

MediaCoach™ software works seamlessly with Eventide **MediaPoint™** telephone/radio call recording systems, which can optionally capture screen activity (such as next-gen 9-1-1 screen content). Synchronous voice & screen replay enables your QA staff to evaluate and improve the ways that call takers and dispatchers follow procedures and enter important incident data.

The screenshot displays the Eventide MediaCoach 2.0 software interface. At the top, it shows an 'Agent Evaluation Report' for Agent Tom Massey, Team 9-1-1 Call Takers, evaluated by Cindy O'Neill on December 22, 2009. Below this is a 'Coach Dashboard' for Cindy O'Neill, showing performance metrics for the 9-1-1 Team on Tuesday, December 22, 2009. The dashboard includes a table for '# Evals Completed' (Today: 2, Week: 10, Daily: 4, Weekly: 2) and 'Avg. Score' (78.80%). An 'Evaluation Form' is open, showing a list of questions with 'Yes/No' options and a 'Player' section with a video player. A 'Need Evaluation' table lists agents like Jim Joyce and Tom Massey. A 'Calibration Sessions' table shows scores for EMS and MVA handling.

MediaCoach™ 2.0 Quality Assurance Software

- Cost-effective web-based QA software suite
- Evaluation of call taker and dispatcher calls
- Synchronized call and screen replay
- Automated e-Learning assignment
- Coach/trainer scheduling & record-keeping
- Web-portal *Dashboards* for QA and coach staff
- Web-portal *Score Cards* for call takers and dispatchers
- Evaluator calibration to improve consistency
- Comprehensive performance reporting

MediaCoach™ software: Server and workstation requirements:

Dedicated server for **MediaCoach™** – Intel single/dual 2.2GHz+ Core or Core2 CPU (or AMD equiv.), 2GB+ RAM, 160GB+ HDD, Windows Server 2003 or 2008 Std. Edition (configured with .NET framework and IIS)

Workstations for **MediaCoach™** – Windows XP or Vista, Internet Explorer 7 (or IE8 with compatibility mode), 1 or 2+ GB of RAM (depending on other apps.)

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