



NOVA SOUTHEASTERN UNIVERSITY INNOVATIONS IN SAFETY, SECURITY AND SERVICE

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The Public Safety Department of Nova Southeastern University (NSU) in Florida is a model of progressive campus crime prevention. Published statistics that track violent crime and property crime reveal that the threat of such crime at NSU is minimal compared to other institutions. Achieving such high marks in safety and security is no small feat when you consider that NSU is the largest independent institution of higher learning in Florida and the Southeast, and the sixth largest in the United States, with student enrollment topping 26,000.

NSU's Public Safety Department is a 24/7 operation staffed by more than one hundred highly-skilled public safety professionals. The majority are uniformed officers who are highly trained as "protective caregivers," patrolling the campuses in marked vehicles or on foot, and responding to

requests for assistance received through NSU's NOVALERT communications system and dispatched through the Security Operations Center (SOC).

Through NOVALERT, students and employees on NSU's main campus can access a Public Safety Console Communication Systems Operator at the SOC, 24 hours a day. "We're here 365 days a year, through holidays and hurricanes," said James Lambe, Communications Systems Manager, NSU Department of Public Safety.

Calls to the SOC range from basic requests for information to true emergencies. "We're the front lines of customer service, so we get everything – questions about classes, lost and found, directions. We never know what we're going to get," said Lambe. For calls that require police, fire or EMS response students and faculty are instructed to dial 9-1-1 first, and

then dial the NOVALERT hotline.

Dialing 9-1-1 from any internal NSU telephone automatically triggers an alert notification that displays inside the SOC. The on-duty Communication Systems Operator sees the extension from which the 9-1-1 call was placed and can then dial that extension to connect with the caller and verify details of the emergency, including the location. The SOC Communication Systems Operator uses this information to coordinate an effective response involving NSU uniformed officers and local police, fire or EMS.

Until about two years ago, the Department relied solely on logs written by the dispatchers and printouts from the Department's CAD (Computer Aided Dispatch) system, to research calls.

"Researching calls or complaints

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in the past was extremely difficult," said Lambe. "The Communication Systems Operator's log entry more than likely won't say 'I was rude to a customer'. You have one person's word against another person's word as to how the experience transpired."

Today, NSU's NiceCall™ Focus II recording solution, purchased through and maintained by Replay Systems, captures the three to four thousand phone and two to three thousand radio calls that NSU receives on a typical week.

"Recordings eliminate the he said/she said elements of call research and replace it with objective, factual content, and that's invaluable" said Lambe. "Now I can pull the recording of a call and listen to it myself. That's worth a thousand words."

SOC Communication Systems Operators now use all three pieces of information – CAD printouts, dispatcher logs and recordings – to conduct thorough research and investiga-

tions. "We can listen to the actual call and then cross-reference the information – like the time and date of the call, its duration, the number dialed, etc– with our CAD records," noted Lambe.

"There have been times where our radio recordings and our captured inbound and outbound calls have been important in helping us research and resolve issues relating to an investigation or to our operations," said Lambe. "The ability to query our captured calls can also help defend the actions of our field officers and our Communication Systems Operators, when handling of an incident is questioned."



"No matter what the call is, the Communication Systems Operator's handling and demeanor with the caller has to be consistent and professional." According to Lambe, "The recording technology helps us ensure that every call for service from the NSU community is professionally handled."

Written by: Linda Haelson

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PSAPs, Contact Centers, Universities, Hospitals and Transportation providers can all benefit from having synchronized, accurate time. Here is a case study on the Dayton Regional Transit Authority showing how Spectracom's Time Server Solution has improved their operations.

Dayton RTA is a public transportation leader, providing nearly 13 million passenger trips per year. More than 4,400 RTA bus stops are located County wide and the RTA operates 365 days a year, 24 hours a day.

When Dayton installed a GPS-enabled digital radio system on all of their buses the goal was to inform drivers of the correct time and to send information back to RTA's dispatch hub.

Once the system was installed, errors were occurring due to incorrect time on the dispatch computers. False "adherence warnings" were displayed to the dispatcher saying that a driver was early

or late, when he was actually right on time. Workarounds were created, although they eventually crashed the system, and RTA turned to Spectracom for a solution.

A Spectracom GPS enabled Time Server was installed and configured in the spring of 2005. All 175 workstations and 25 servers on the network now sync to the Time Server. Even the digital radio system and digital wall clock syncs with this Server.

The Time Server saves a lot of time and energy in trying to set up workarounds to make

sure every workstation has accurate time. And time is important to Dayton RTA.

Inaccurate time can affect thousands of people. If a bus is late, it could mean someone will be late to work or to an appointment. Thanks to Spectracom, Dayton RTA's dispatch centers, buses and customers are on time, all the time.

Even the digital radio system and digital wall clock syncs with the Time Server.

For more information about Time Synchronization contact us at (800)722-3472 .

Replay Support:

Head of the class



Replay's support plans are designed to meet your individual needs. While each plan is different, there are some features that always remain the same:

1 24 x 7 Phone Support

Never get voice mail or an automated reply, we have a live person available to assist you all day, every day.

2 15 Minute Call Back Policy

With mission critical recording you shouldn't have to wait for support. Replay's Service technicians return every service call within 15 minutes.

3 Instant Access to Quality Technicians

Replay Systems does not have tiered support. All of our factory trained technicians are available and capable to assist you all the time.

4 Follow-Up

Every service call is logged in our reporting system every day. It is the Service Coordinator's job to ensure that every service issue is resolved and that every customer is recording.

5 Flexibility

At Replay Systems, we want you to be happy. If you need to make changes or additions to your solution or maintenance plan, we'll work hard to accommodate your unique needs.

R.O.I IN REAL TIME



To promote the best performance, provide superior training and encourage healthy competition, call takers need to be rewarded and corrected in real time. Customizable Dashboards from VPI (below) allow you to do just that; providing Return on Investment in real time.

Public Safety facilities, Financial institutions, Contact Centers and more benefit from this cutting edge technology.

Promote Performance

VPI's Dashboards automatically collect critical data from various telephony and database sources and deliver it to the desktops of call takers, supervisors and executives. Call Takers receive stats such as: average talk time, average idle time, number of calls in, average \$ Sales, etc. These, fully customizable, fields are then

cross referenced with the Center's statistics and/or a group's statistics providing a real time snap shot of call taker performance against that of their peers.

Managers/Supervisors also receive real-time updates on the status of their call takers via customizable manager dashboards and detailed reports. There's no limit to the amount or type of information that can be displayed in a Dashboard.

Managers also have the ability to send messages to the dashboards of specific call takers or groups updating them on product information, training opportunities, updates during a natural disaster, etc. Messages can be display only, or require an acknowledgement by the reader. Complete reporting allows managers to review message history by sender or receiver.

Provide Superior Training

With VPI Dashboards, supervisors can use predefined thresholds to trigger a launch of targeted training materials from Prioriti Trainer directly to the dashboards of individual call takers or a group of call takers. Both supervisors and call takers can drill down through the dashboards to access a specific evaluation, listen to an evaluated call recording, obtain specific evaluation metrics (such as average evaluated call duration), and more.

Healthy Competition

The Activ! Intelligence MonitorView lets you display full screen dashboards on TV monitors and plasma displays. TV monitors are typically used to display group vs. group or site vs. site metrics to help foster camaraderie and drive competitiveness.

For information contact Replay at (800) 722-3472.

AGENT STATS		AGENT SCORE CARD			STATS		QA	TRAINING	SCHEDULE	
	# Calls	# Emails	Chats	Avg. Talk	Avg. Wrap	Calls/hr	Sales MTD	QA Score	Utilization	Resolved
	38 (70)	17 (30)	6 (5)	2:04 (2:30)	0:32 (0:40)	15	\$4,248	91%	81% (85%)	75% (70%)
John Middleton (1753)		ABR		Please close all calls with the daily special offer.				OK		

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Replay Systems is committed to making your search for a Voice Logging solution as easy as possible. That's why we've added an 'email this solution' option to our website! Now, when you find a solution that will work for your company, you can email it to other key

decision makers with the click of a button!

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In 2007, Replay Systems expanded into Georgia and North Carolina! We have strategically located technicians that are able to provide fast, quality response times to any service issue in the Southeastern and

Midwestern States! Contact us today to see the difference a 15 minute response time will make to your operations: (800) 722-3472, replay@replaysys.com

REPLAY WELCOMES Thomas Laherty

As part of our Georgia expansion, Replay Systems hired Tom Laherty to care for our current and future Georgia customer base.

Located in Kennesaw, Georgia, Laherty has many years of technical experience and we are excited to welcome him to our team!

CONGRATULATIONS Newton Walker

Replay Systems would like to congratulate Newton Walker on being 'Service Star' of the quarter! Newton is always going above and beyond for his company and his customers and has a contagious optimism that never ends. He is always a pleasure to work with and deserves to be recognized for his commitment to quality and service. WAY TO GO NEWTON!

