

### Achieve Excellence in Emergency Communications

Critical Insights AI (CI AI) is Eventide Communications' cloud-native platform for recording and analyzing voice, radio, video, text, and data. It delivers real-time insights, fast search, automated transcripts, audio redaction, and content categorization. Role-based tools streamline onboarding, training, evaluations, and QA. **Are you ready for the intelligent solution for operational excellence?**

#### 3 Flexible Deployment Options

- Extension of *NexLog DX*
- Standalone Cloud Recorder
- Hybrid Mode

### Complete Lifecycle Support for Your Center

#### TRAIN

CI AI's Training Simulator and E-Learning Modules from **The Public Safety Group** remove role-play training, provide instant feedback, and accelerate onboarding and skill development.



#### ASSIST

Role-based dashboards, real-time alerts, and transcript-driven tools give supervisors and administrators the insight and support needed to manage performance, compliance, and shift activity efficiently.

#### EVALUATE

Automated QA scores 100% of calls in real time, validates CAD data, tracks evaluator consistency, and delivers timely coaching through integrated feedback workflows.

#### SUPPORT

CI AI reduces workload and limits traumatic exposure by automating review tasks, flagging high-stress calls in real time, and enabling safer, faster call handling through transcript-driven tools such as smart redaction and keyword spotting with alerts.

#### RETAIN

**Positive 911** Call Scoring highlights high-impact, lifesaving work, while performance dashboards and wellness insights reinforce employee recognition, engagement, and long-term job satisfaction.

#### Closed AI Model | Secure Data Storage and Hosting

CI AI secures data in an isolated AWS GovCloud environment using AES-256 encryption, TLS 1.2/1.3, optional FIPS 140-2/3 modules, NIST 800-171 access controls, and continuous Tenable Nessus scanning to meet strict federal and industry standards.

# Modular Applications



**MediaWorks AI:** Playback, tagging, transcript-based search, redaction, and FOIA support.



**Quality Factor AI:** Automated QA/QM, customizable forms, training simulations, onboarding, and workforce performance tools.



**SuperWatch AI:** Real-time alerts, keyword spotting, transcription, translation, anomaly detection, and stress exposure monitoring.



**Analytics AI:** Dashboards for KPIs, trend analysis, wellness metrics, and unified reporting across radio and phone.



**Agent AI:** Telecommunicator dashboards with evaluations, training modules, coaching, and remediation tools.



**Configuration Hub:** Admin tools for user roles, permissions, integrations, and audit logging.

## Platform-Level Capabilities

- Role-Based & Tiered-Access Permissions
- Custom Interactive Dashboards
- Transcription & Translation
- Audit, Security, and Configuration Controls

## Why should your center choose CI AI?

**Human-In-The-Loop Approach** ensures AI assists, not replaces, telecommunicators and supervisors.

**Role-Based Apps** streamline workflows and reduce operational clutter.

**Trusted Deployment and Support** from Eventide's certified local resellers.

**Positive 911 Call Recognition** flags calls that meet agency-defined excellence criteria.

**AI Confidence Scoring** flags each automated QA evaluation as high (green), moderate (yellow), or low (red) confidence, so reviewers can trust what they see and know when to take a closer look.

**Unified Platform** replaces fragmented tools across QA, playback, training, and analytics.

**One Vendor Delivers It All:** recorder, analytics, integration, deployment, training, and support. *CI AI* eliminates third-party tools, costly forklift upgrades, and IT complexity.

**Eventide**<sup>®</sup>  
Communications

Learn more at  
[eventidecommunications.com/critical-insights-ai](https://eventidecommunications.com/critical-insights-ai)