

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.



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.

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.

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.



EVALUATE

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

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
- Transcription & Translation
- Custom Interactive Dashboards
- 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® Communications

Learn more at
eventidecommunications.com/critical-insights-ai