

# Critical Insights <sup>TM</sup>

QA Assistant User Guide  
Version 2025.5[7257]

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# 1. INTRODUCTION

Critical Insights AI (CI AI) from Eventide Communications™ is a web-based user interface that consists of a suite of AI-driven application engines called “assistants”, that serve as the core application logic behind Critical Insight AI product features.

These powerful assistants offer capabilities designed to help PSAPs with day-to-day operations, including search and analysis of 911 calls and call-related metadata, and other research-related tasks. The assistants help PSAPs boost productivity and efficiency and facilitate important agency goals and objectives, such as maintaining operational standards and achieving regulatory compliance requirements.

This User Guide series introduces QA Assistant.

For further information on CI AI Assistants, See Chapter 4, Related Documentation.



## 2. QA ASSISTANT OVERVIEW

QA Assistant is designed to automate 911 agent quality assurance (QA) evaluations. It enables PSAP supervisors to efficiently score calls and facilitates employee feedback to help improve agent performance. It also helps 911 personnel in agency leadership roles to meet regulatory and compliance requirements, to derive important insights to help improve overall PSAP efficiency and productivity.

### 2.1. How QA Assistant Works

QA Assistant is the underlying engine that processes QA evaluations in the background when they are initiated. QA Assistant automatically parses the transcripts of recorded calls and cross-references them to a call-handling evaluation form that contains a checklist of quality assurance call-handling questions. Calls are evaluated against this checklist.

QA Assistant determines its responses to questions according to its own “confidence level”, derived from evidence-based criteria taken directly from the recorded call transcript. QA Assistant uses this evidence to score a 911 call, which supervisors can then validate. Using QA Assistant, supervisors can score a significantly higher number of agent calls over the same time period, speeding up the QA evaluation process and facilitating regulatory compliance requirements.





## 3. QA EVALUATIONS

In Critical Insights AI, two types of QA evaluations are featured, manual and scheduled. In a manual QA evaluation, agency supervisors can select a 911 call to evaluate “on-the-spot” and can view results within seconds. They can then validate the call by referencing QA Assistant’s evidence-based criteria.

Supervisors can create scheduled QA evaluations for agent shifts. Once scheduled, the QA Assistant will complete QA evaluations in the background.

### 3.1. Manual QA Evaluations

Manual QA evaluations are evaluations carried out “on-the-spot”, as distinguished from Scheduled QA Evaluations. Multiple calls can be evaluated manually only by using a QA Form that has QA Assistant configured.

For supervisors, or other administrative personnel, running manual QA evaluations is a simple, ordered two-step procedure. The following steps represent the workflow required to run a manual evaluation, and assume that you are currently signed in with your credentials to the CI AI user interface from the URL you were provided, using a compatible browser.

*To run a manual QA evaluation:*

1. Run a search query using the AI Research Assistant to locate and return recorded 911 calls for evaluation.
2. Run a manual QA evaluation by selecting a call-handling evaluation form appropriate to the call type.

#### 3.1.1. Searching for Calls or Incidents

The first step is to run a search query for calls or incidents by using the AI Research Assistant, which is docked and visible at the top right-hand side of the user interface.

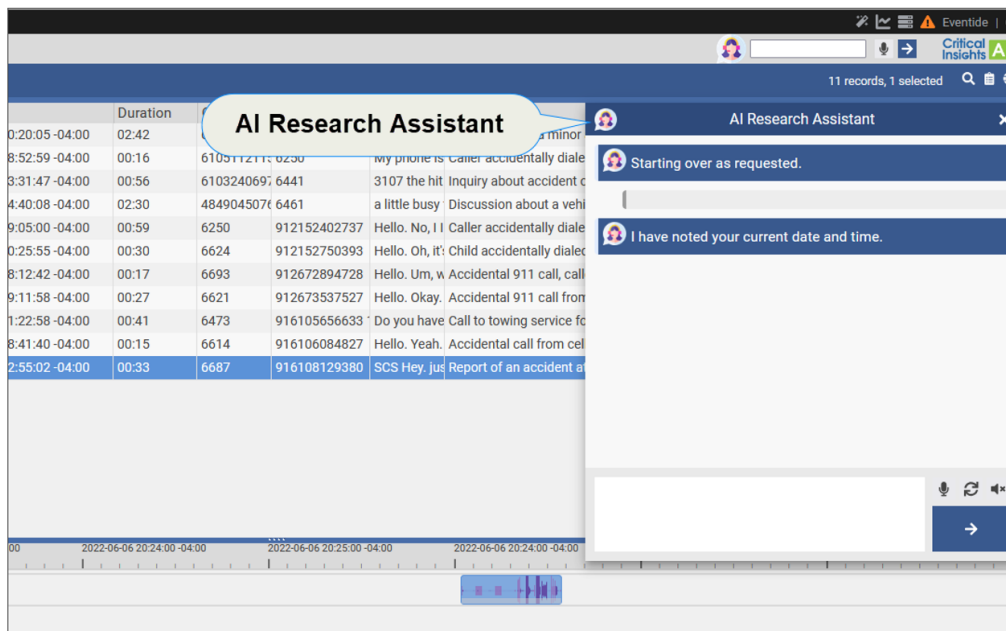


Fig. 3.1 Searching for Calls with AI Research Assistant

To search for calls with AI Research Assistant:

1. Open the AI Research Assistant (if not visible) by selecting either the wand icon or call-taker icon at the top right of the user interface.
2. Alternatively, you can use the Mini AI Assistant for quick searches. If not visible, turn it on by selecting Show Mini AI Assistant from the View Icons and Markers menu.

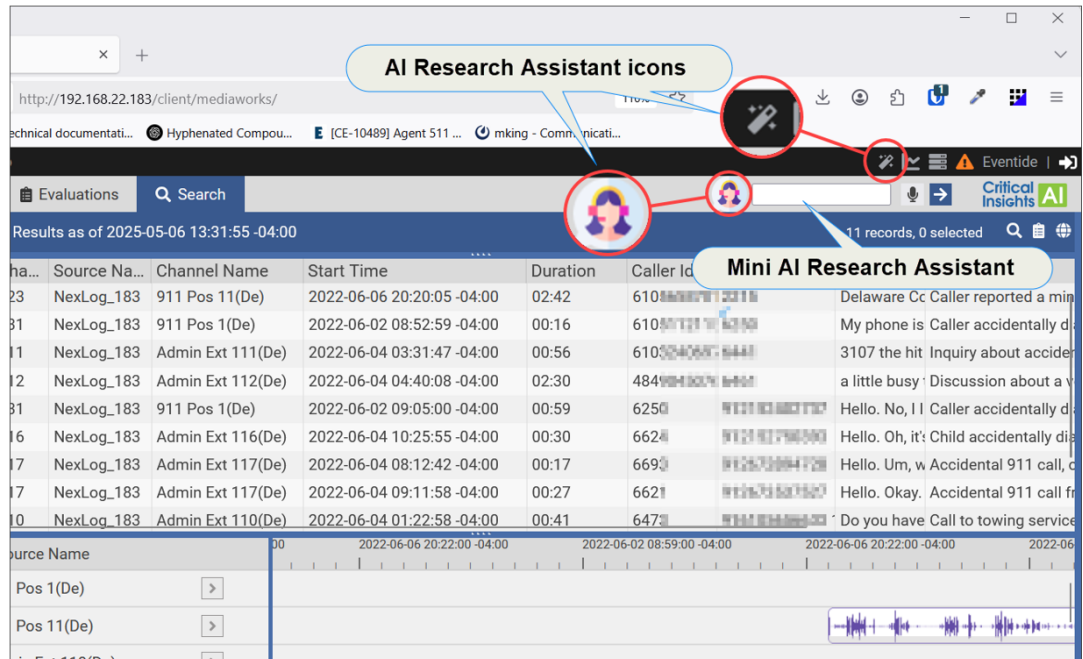


Fig. 3.2 AI Research Assistant Icons

3. In the AI Research Assistant text field, compose your search query text. (For search tips, refer to the *AI Research Assistant User Guide*).
4. Select the Send button. Search query results display in the top right pane.

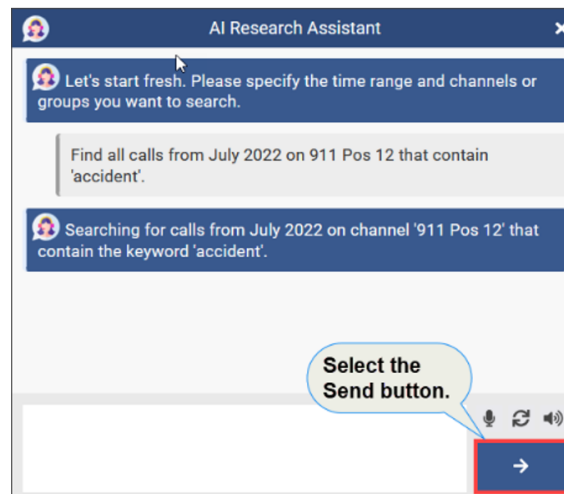


Fig. 3.3 Manual QA Evaluations: Running a Search Query

### 3.1.2. Running Manual QA Evaluations

Once AI Research Assistant's call results are displayed, the next procedure is to select a QA evaluation to run.

*To run a manual QA evaluation:*

1. From the call results, highlight any calls you wish to evaluate and right-select them.
2. Select an evaluation form. From the menu, select Evaluate Records, and then select the fly-out menu option that represents the appropriate question form, in this case, Call-taking for EMS Incidents, for a call involving an accident.

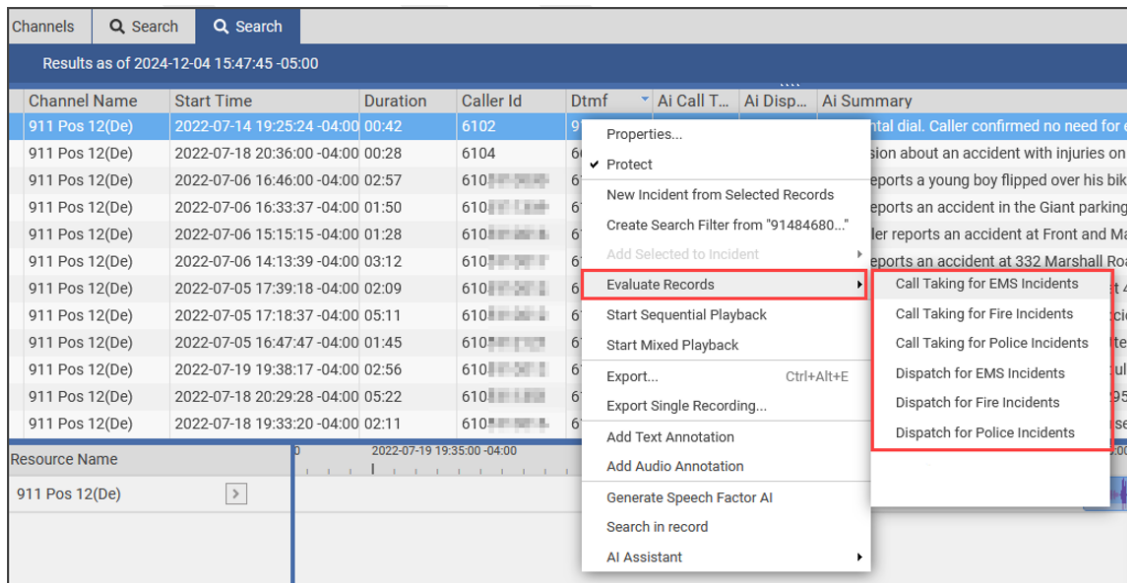


Fig. 3.4 Selecting a QA Evaluation Form

QA Assistant assumes the role of “Evaluator” with the title of “SuperEval” by default, and now begins to automatically evaluate the call in the background. QA Assistant moves down sequentially through the form questions and cross-references each question to the call transcript contents to determine its evidence-based findings.

The left pane displays the call evaluation form. The top right and bottom panes display the recording transcript and the QA Assistant, respectively. QA Assistant offers a short summary of the call.

File Edit Tools Playback View Help

Search Evaluations Search Browse Search Search Evaluation

Attachments Toggle Evaluation View Toggle Timeline

1 records, 1 selected

Evaluation Title: Agent: mwest Media Start Time: 2024-11-13 08:50:00 -05:00.  
Using Form 'Call Review for EMS' to evaluate group: Supervisors agent: mwest [Matt West]

|                            |                                                                                                                                                                             |                      |                                                                                         |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------------------|
| 1                          | Call Location obtained and verified                                                                                                                                         | Caller Interrogation | <input checked="" type="radio"/> Yes <input type="radio"/> No                           |
| 2                          | Advise caller that they will be transferred to another Agency?                                                                                                              | Telephone Protocol   | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| Optionally comment here... |                                                                                                                                                                             |                      |                                                                                         |
| 3                          | Obtained House / Room Number / Vehicle Description                                                                                                                          | Caller Interrogation | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 4                          | Is the callers name and number obtained and verified if unclear?                                                                                                            | Caller Interrogation | <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A |
| Optionally comment here... |                                                                                                                                                                             |                      |                                                                                         |
| 5                          | Type of Incident                                                                                                                                                            | Caller Interrogation | <input type="radio"/> Yes <input type="radio"/> No                                      |
| 6                          | In-progress call kept on the line                                                                                                                                           | Caller Interrogation | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 7                          | EMD Performed?                                                                                                                                                              | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| Optionally comment here... |                                                                                                                                                                             |                      |                                                                                         |
| 8                          | Determined if the caller is with the patient?                                                                                                                               | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No                                      |
| 9                          | Determined if the patient is conscious/awake?                                                                                                                               | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 10                         | Determine if the patient is breathing?                                                                                                                                      | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 11                         | Gave appropriate instructions to the caller/patient regarding bleeding control, airway maintenance, CPR, or childbirth according to Agency's prescribed protocols/policies? | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 12                         | Did Call taker determine why an ambulance is needed?                                                                                                                        | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 13                         | Determined patient sex and age?                                                                                                                                             | Caller Interrogation | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 14                         | Questioned about the number of injured persons?                                                                                                                             | Interview Questions  | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A |
| 15                         | Followed Agency's prescribed protocols/policies regarding further questioning for additional information?                                                                   | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |

QA Assistant

RECORDING TRANSCRIPT

Transportation management center.

Inbound

Hey, it's Matt.

Outbound

I have at US 35 in Hurricane Creek.

Outbound

I got reports of a log truck accident.

Outbound

Is it Northbound or Southbound?

Inbound

It's over the hillside.

Outbound

Yeah, I was reading the notes on that and I was actually dialing your number to call

QA ASSISTANT

Hello, I am analyzing the recording for you. This could take a minute...

Great, I've analyzed the call.

QA Assistant

Here is the summary:

The call involved a report of a log truck accident on US 35 in Hurricane Creek, with a potential fatality and road closure.

13:50:04 Call initiated with Transportation management center.  
13:50:13 Report of log truck accident on US 35.  
13:50:33 Discussion of potential fatality and road closure.  
13:51:40 Confirmation of road closure in both directions.

Select a question to get further assistance.

Fig. 3.5 Automated QA Call Evaluations

As each question is addressed, a color-coded progress bar appears, indicating the QA Assistant's "confidence level" in its responses. If the progress bar is green, it means that QA Assistant is confident that it has correctly evaluated the agent's action and assigns it one of three statuses "Yes", "No", or "N/A".

If the progress bar turns red, it means QA Assistant has a low confidence level in verifying that the question was adequately addressed and may return a status of "No", "N/A", or even no status. Partially-answered questions result in a yellow progress bar and may receive a "No" "Yes" or even "N/A" status.

- Next, a supervisor performs the validation and call scoring process. Whatever the status, the supervisor will validate QA Assistant's determinations and will accept or modify the status of questions, adding appropriate comments in accordance with the call transcript evidence to score the call. The background evaluation can take a minute to complete.

File Edit Tools Playback View Help

Search Evaluations Search Browse Search Search Evaluation

Attachments Toggle Evaluation View Toggle Timeline

Evaluation Title: Agent: m Media Start Time: 2024-11-13 08:50:00 -05:00.

Using Form "Call Review for EMS" to evaluate group: Supervisors agent: m [M W]

|                            |                                                                                       |  |                                                                                         |
|----------------------------|---------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------|
| 1                          | Call Location obtained and verified Caller Interrogation                              |  | <input checked="" type="radio"/> Yes <input type="radio"/> No                           |
| 2                          | Advises caller that they will be transferred to another Agency? Telephone Protocol    |  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| Optionally comment here... |                                                                                       |  |                                                                                         |
| 3                          | Obtained House / Room Number / Vehicle Description Caller Interrogation               |  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 4                          | Is the callers name and number obtained and verified if unclear? Caller Interrogation |  | <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A |
| 5                          | Type of incident / Chief Complaint Caller Interrogation                               |  | <input type="radio"/> Yes <input type="radio"/> No                                      |
| 6                          | In-progress call kept on the line Caller Interrogation                                |  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |

Fig. 3.6 Validation and Call Scoring Process

| Question Status | QA Evaluation Status | Progress Bar | Description                                                                                |
|-----------------|----------------------|--------------|--------------------------------------------------------------------------------------------|
| Yes             | Pass                 | Green        | QA Assistant has high confidence that the call-taker appropriately addressed the question. |
| No              | Fail                 | Yellow       | Question was only partially-answered. Or doubt concerning accuracy.                        |
|                 |                      | Red          | Significant doubt concerning accuracy or completion.                                       |
| N/A             | Not applicable       | Green        | Can also mean question not relevant or germane to call.                                    |

Fig. 3.7 Evaluation Statuses

|                            |                                                                                                                                                                             |                      |                                                                                         |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------------------|
| 1                          | Call Location obtained and verified                                                                                                                                         | Caller Interrogation | <input checked="" type="radio"/> Yes <input type="radio"/> No                           |
| 2                          | Advise caller that they will be transferred to another Agency?                                                                                                              | Telephone Protocol   | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| Optionally comment here... |                                                                                                                                                                             |                      |                                                                                         |
| 3                          | Obtained House / Room Number / Vehicle Description                                                                                                                          | Caller Interrogation | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 4                          | Is the callers name and number obtained and verified if unclear?                                                                                                            | Caller Interrogation | <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A |
| 5                          | Type of incident / Chief Complaint                                                                                                                                          | Caller Interrogation | <input type="radio"/> Yes <input type="radio"/> No                                      |
| 6                          | In-progress call kept on the line                                                                                                                                           | Caller Interrogation | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 7                          | EMD Performed?                                                                                                                                                              | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| Optionally comment here... |                                                                                                                                                                             |                      |                                                                                         |
| 8                          | Determined if the caller is with the patient?                                                                                                                               | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No                                      |
| 9                          | Determined if the patient is conscious/awake?                                                                                                                               | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 10                         | Determine if the patient is breathing?                                                                                                                                      | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 11                         | Gave appropriate instructions to the caller/patient regarding bleeding control, airway maintenance, CPR, or childbirth according to Agency's prescribed protocols/policies? | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 12                         | Did Call taker determine why an ambulance is needed?                                                                                                                        | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 13                         | Determined patient sex and age?                                                                                                                                             | Caller Interrogation | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |
| 14                         | Questioned about the number of injured persons?                                                                                                                             | Interview Questions  | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A |
| 15                         | Followed Agency's prescribed protocols/policies regarding further questioning for additional information?                                                                   | Interview Questions  | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |

**Transportation management center.**

Inbound 2024-11-13 08:50:04 -05:00

Hey, it's Matt.

Outbound 2024-11-13 08:50:06 -05:00

I have at US 35 in Hurricane Creek.

Outbound 2024-11-13 08:50:08 -05:00

I got reports of a log truck accident.

Outbound 2024-11-13 08:50:13 -05:00

Is it Northbound or Southbound?

Inbound 2024-11-13 08:50:17 -05:00

It's over the hillside.

Outbound 2024-11-13 08:50:20 -05:00

Yeah, I was reading the notes on that and I was actually dialing your number to call

...

**QA ASSISTANT**

Here is the summary:

The call involved a report of a log truck accident on US 35 in Hurricane Creek, with a potential fatality and road closure.

13:50:04 Call initiated with Transportation management center.

13:50:13 Report of log truck accident on US 35.

13:50:33 Discussion of potential fatality and road closure.

13:51:40 Confirmation of road closure in both directions.

Select a question to get further assistance.

Is the callers name and number obtained and verified if unclear? Caller Interrogation

No, the caller's name and number were not obtained or verified during the call.

Caller identified as Matt, but no number verified.

Fig. 3.8 Viewing Responses to QA Assistant Questions

In a similar example, QA Assistant sets its answer status for question 3 to "N/A" because the question was deemed irrelevant to the call.

**If a question is not answered or addressed, QA Assistant may still deem the question correctly handled if not relevant to the call ("N/A").**

|   |                                        |                     |                                                                                         |
|---|----------------------------------------|---------------------|-----------------------------------------------------------------------------------------|
| 1 | Verified address of occurrence?        | Interview Questions | <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A |
| 2 | Caller's telephone number verified?    | Interview Questions | <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A |
| 3 | Determined why an ambulance is needed? | Interview Questions | <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A |

**AI QA Assistant**

**RECORDING TRANSCRIPT**

Delaware County 911 dispatcher 74. Where's

Talker 1 2022-07-11 21:01:53 -04:00

There

Talker 0 2022-07-11 21:01:56 -04:00

your emergency?

Talker 1 2022-07-11 21:01:57 -04:00

on the road. Um, hi. I was just in a car accident on Darby Road and my car is disabled on the road.

Talker 0 2022-07-11 21:01:57 -04:00

On the road any uh any injuries or anything?

Talker 1 2022-07-11 21:02:04 -04:00

Well, I don't know the other lady hit me pretty hard. I mean, I'm okay.

Talker 0 2022-07-11 21:02:07 -04:00

QA ASSISTANT

Determined why an ambulance is needed? Interview Questions

N/A, the call was about a car accident with no immediate injuries requiring an ambulance.

Caller states no injuries.

Fig. 3.9 Evaluating Responses to QA Assistant Questions Select the hyperlink.

4. Select the hyperlink. In the call transcript, the evidence is now highlighted.

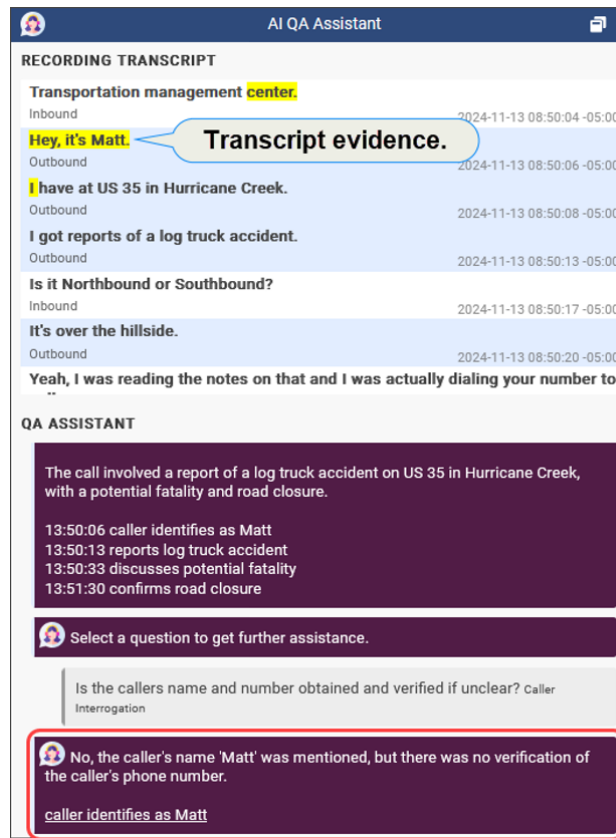


Fig. 3.10 Viewing Transcript Evidence

When evaluating more than one call at once, multiple hyperlinks are listed with different record IDs to represent each individual call.

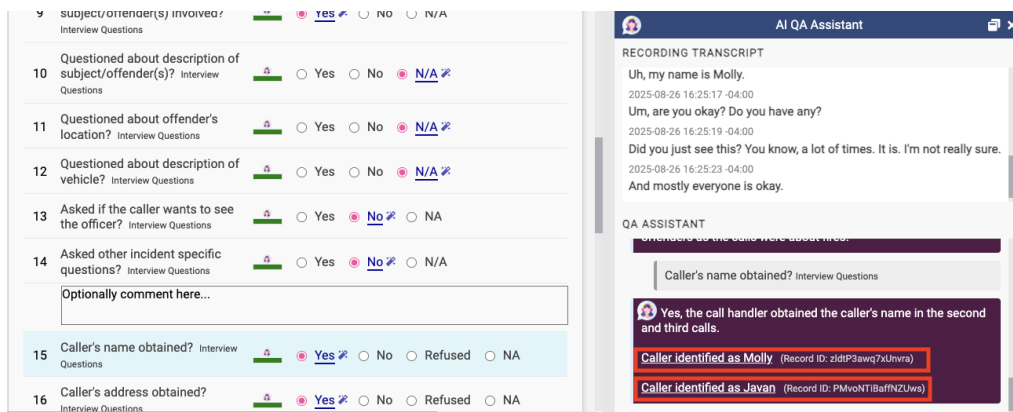


Fig. 3.11 Transcript Evidence Of Multiple Calls



5. Optional step. Double-click the highlighted text to play the call audio content at the exact location of the transcript evidence.
6. At the bottom right of the evaluation form, in the text field provided, enter your call review comments.

|    |                                                        |                                                                           |                                                                                              |
|----|--------------------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| 24 | Vehicle/Suspect/Patient information obtained CAD Entry |                                                                           | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> <a href="#">N/A</a> |
| 25 | Caller name and phone number documented CAD Entry      |                                                                           | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> <a href="#">N/A</a> |
| 26 | All necessary follow up action completed CAD Entry     |                                                                           | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> <a href="#">N/A</a> |
| 27 | Comments: Supervisor Review. Supervisor Overview       | <div style="border: 1px solid red; padding: 5px;">Write Answer Here</div> |                                                                                              |

Fig. 3.12 Entering Review Comments

The final step is to submit the evaluation.

7. Select the Submit Evaluation button.

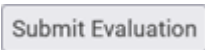


Fig. 3.13 Submitting an Evaluation

Additional evaluation menu options are also available.

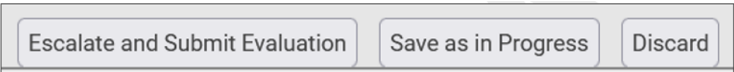
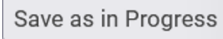


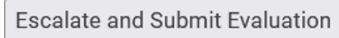
Fig. 3.14 Additional Evaluation menu Options

8. Select *one* of the following:
  - Save as in Progress. Use this button option to save incomplete evaluations that you wish to return to later for completion.

A rectangular button with rounded corners and a light gray background. The text "Save as in Progress" is centered in a dark gray font.

*Fig. 3.15* Save As in-Progress

- Escalate and Submit Evaluation. Use this button option to submit an evaluation as an escalation.

A rectangular button with rounded corners and a light gray background. The text "Escalate and Submit Evaluation" is centered in a dark gray font.

*Fig. 3.16* Escalate and Submit Evaluation

- Discard. Use this button option to discard a call evaluation.

A rectangular button with rounded corners and a light gray background. The text "Discard" is centered in a dark gray font.

*Fig. 3.17* Discard a Call Evaluation

Once the QA evaluation is submitted, the call score page is displayed. The passing score for calls is 80%.

**Eventide Communications NexlogDX Quality Factor - Completed Evaluation and Score**

Evaluation Title: Media Start Time: 2022-06-27 15:58:18 -04:00. Update Title Format for Printing

| Evaluation Info |                                  | Evaluation Data |  | Source Name      | Channel Name   | Channel ID | Start Time                 | Duration | Incident Name |
|-----------------|----------------------------------|-----------------|--|------------------|----------------|------------|----------------------------|----------|---------------|
| Date:           | 2024-12-09                       |                 |  | ai-demo.nexlogdx | 911 Pos 11(De) | 123        | 2022-06-27 15:58:18 -04:00 | 97       | None          |
| Evaluator:      | jto                              |                 |  |                  |                |            |                            |          |               |
| Facility:       | Eventide                         |                 |  |                  |                |            |                            |          |               |
| Agent:          | [button view]                    |                 |  |                  |                |            |                            |          |               |
| Group:          | [button view]                    |                 |  |                  |                |            |                            |          |               |
| Form:           | Call Taking for Police Incidents |                 |  |                  |                |            |                            |          |               |
| Revision:       | 2                                |                 |  |                  |                |            |                            |          |               |

**Final Score: 82% Pass** (passing score is 80%) **Final Score.**

**Score Breakdown by Skill**

| Skill               | Score |
|---------------------|-------|
| Overall             | 82%   |
| Interview Questions | 68%   |
| CAD Skills          | N/A%  |
| Telephone Protocol  | 100%  |
| Supervisor Overview | 100%  |

**Flagged Questions:** No Flags  
**Autofailed Questions:** No Questions Autofailed  
**Flagged or failed questions.**

**Full Results:**

|   |                                                         |                                                                                         |
|---|---------------------------------------------------------|-----------------------------------------------------------------------------------------|
| 1 | Verified address of occurrence? Interview Questions     | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A |
| 2 | Caller's telephone number verified? Interview Questions | <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A |

Fig. 3.18 Call Evaluation Score Page

### Note

To submit an evaluation, not all questions need to be asked necessarily for all scenarios. QA Assistant may automatically designate a question response with a default status of "N/A", depending on the context. The default status of the response to specific questions may be determined between Eventide Communications and the customer by mutual agreement. A status of "N/A" beside a question may require evaluation by a supervisor. All evaluation responses must display a radio button status before being permitted to submit an evaluation. If not, you must set the missing radion button status manually.

On the score page, in the Comments and Actions section, further menu options include:

- Comment Only: <Add summary comments>.
- Lock: <Locks the evaluation, preventing it from modification after being signed. Can also unlock>.
- Protect: <Protects the evaluation from deletion. Can also un-protect>.

- Re-open: <Re-opens the submitted evaluation to allow modification of answers or comments and re-submission>.

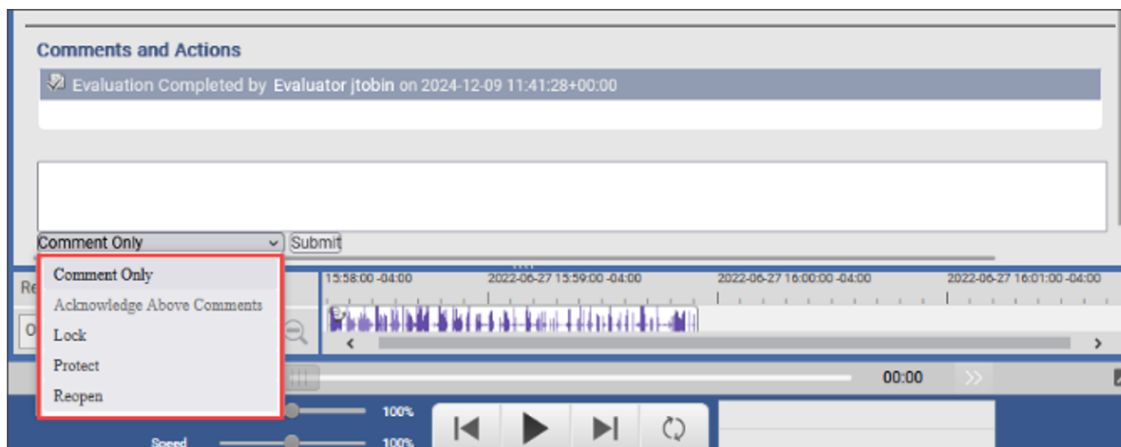


Fig. 3.19 Comments and Actions Options

If QA Assistant does not answer a question or give it a status, it may lack sufficient information, context, or criteria to provide an answer. If you believe an answer is incorrectly evaluated, you can disagree with QA Assistant and change its answer.

QA Assistant may ask if you want to improve how it answers a particular question. You can instruct it on how to deal with it by providing it with new conditional rules or guidelines.

#### 9. Compose a new rule for QA Assistant to learn.

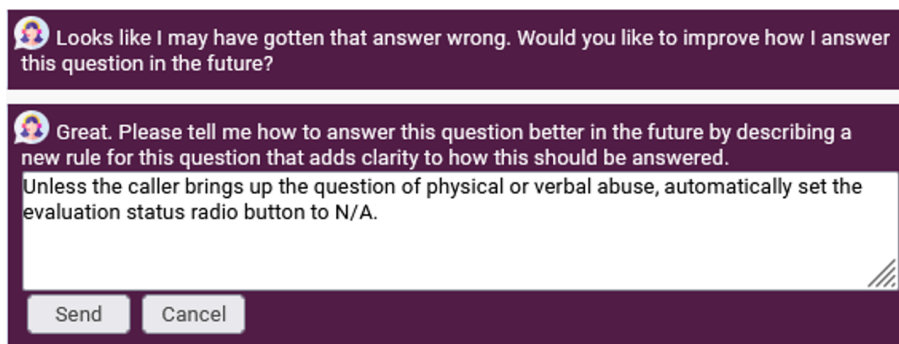


Fig. 3.20 Composing New Rules for QA Assistant

You can use natural language to instruct QA Assistant in the form of conditional if/then logic. For example, for a call involving an accident, for the question “Did the call-taker determine why an

ambulance was needed?” You might say: “If the caller did not state that anyone was injured, or if there is no evidence in the call transcript that anyone was injured, then automatically set the evaluation status radio button to ‘N/A’ “.

## 3.2. Scheduled QA Evaluations

If the Scheduled QA Evaluations feature is activated, supervisors can create scheduled QA evaluations for agent shifts. Scheduled QA Evaluations are scheduled by a supervisor. A supervisor will select a group of calls for evaluation and will choose an appropriate call-handling QA evaluation form. Various evaluation forms are available, and each contains a specific question set appropriate to the call type (EMS, Police, or Fire).

Once scheduled, QA evaluations are initiated automatically at the specified date and time. QA Assistant automatically begins evaluating calls in the background. The QA Assistant displays a “confidence level” that the telecommunicator has adequately attempted to respond each form question and awards a score to the agent’s responses using a color-coded system based on the identified call transcript evidence.

QA Assistant selects calls shortly after they terminate, enabling Scheduled QA Evaluations to complete within minutes. Supervisors will now have a group of pre-evaluated calls waiting for them to validate at their convenience. In a Reviewer role, supervisors need only review QA Assistant’s responses to each form question to score a group of call before submitting evaluations.

These calls can be viewed from the Scheduled Evaluations tab.

### 3.2.1. Running QA Scheduled Evaluations with QA Assistant

You can configure QA Assistant to run Scheduled QA Evaluations automatically in the background on a set schedule.

*To run Scheduled QA Evaluations:*

1. In the NexLog DX-Series recorder’s Web Configuration Manager, navigate to AI –> Assistants.
2. On the AI Assistants page, select the row corresponding to the QA Assistant form you wish to use.

Home

System

Networking

Recording

AI

Assistants

System

Transcriptions

Archiving

Users and Security

Alerts and Logs

Utilities

| AI ASSISTANTS      |                                     |         |         |                |       |         |          |      |                  |              |        |
|--------------------|-------------------------------------|---------|---------|----------------|-------|---------|----------|------|------------------|--------------|--------|
| TYPE               | NAME                                | ENABLED | HEALTHY | UPDATED        | ERROR | VERSION | SHOW MWP | AUTO | MANUAL TOTAL ... | JOB TOTAL... | ERR... |
| Library Assistant  | Incident Type Codes                 | yes     | true    | 2025-01-03 ... |       | 1.2.1   | yes      | no   | 0                | 0            | 0      |
| Library Assistant  | SouthernLink                        | yes     | true    | 2025-01-03 ... |       | 1.2.1   | yes      | yes  | 0                | 0            | 0      |
| Library Assistant  | Librarian for 911 Calls             | yes     | true    | 2025-01-03 ... |       | 1.2.1   | yes      | yes  | 0                | 0            | 0      |
| QA Assistant       | QA Call Taking for EAS Incidents    | yes     | true    | 2025-01-09 ... |       | 1.2     | yes      | yes  | 42               | 42           | 0      |
| QA Assistant       | QA Dispatch for EAS Incidents       | yes     | true    | 2025-01-09 ... |       | 1.2     | yes      | yes  | 50               | 50           | 0      |
| QA Assistant       | QA Test                             | yes     | true    | 2025-01-03 ... |       | 1.2     | yes      | no   | 0                | 0            | 0      |
| QA Assistant       | QA Call Taking for Fire Incidents   | yes     | true    | 2025-01-03 ... |       | 1.2     | yes      | no   | 0                | 0            | 0      |
| QA Assistant       | QA Dispatch for Police Incidents    | yes     | true    | 2025-01-03 ... |       | 1.2     | yes      | no   | 0                | 0            | 0      |
| QA Assistant       | QA Dispatch for Fire Incidents      | yes     | true    | 2025-01-03 ... |       | 1.2     | yes      | no   | 0                | 0            | 0      |
| QA Assistant       | QA Call Taking for Police Incidents | yes     | true    | 2025-01-06 ... |       | 1.2     | yes      | no   | 0                | 0            | 0      |
| Research Assistant | Research Assistant                  | yes     | true    | 2025-01-03 ... |       | 1.1     | yes      | no   | 0                | 0            | 0      |

Add AI Assistant

Edit Assistant

Delete Assistant

Manage Tasks

Export Assistant

Import Assistant

Fig. 3.21 Running Scheduled QA Evaluations

3. Select the Edit Assistant button option that is now activated.



Fig. 3.22 Selecting Edit Assistant

The Edit Assistant page presents various options, configurable and also non-configurable, as shown in the following screenshot:

Home

System

Networking

Recording

AI

Assistants

System

Transcriptions

Archiving

Users and Security

Alerts and Logs

Utilities

Basic Reports

Enhanced Reports

Quality Factor Software

Change Password

EDIT ASSISTANT

Type:QA Assistant

Description:The AI QA Assistant evaluates Quality Factors of 911 call handling.

Version:1.2.3

Name:QA CT for Police Incidents 100 greater than 30 sec

Service:Eventide AI 1.0

Preamble:

You are an assistant for a Public Safety call center in charge the quality of service. Keep your answers professional and evidence based. Your role is to assist an expert in evaluating phone call transcripts. You will answer questions about how the call handler performed their job.

Enabled:☒

Evaluation Form:CT for Police Incidents AI

☒ Enable Automatic Evaluations

Call Pointer Date/Time:

2025-04-03

12

:

00

:

00

Resource Group:Console Phones

Agent Group:-- All Agents --

Evaluate one per X calls for each agent:

1

Minimum call duration to be evaluated (secs):

30

Completion State for AI Evaluations:Save as In Progress only when AI Can not Complete

Filter:

c.calldirection='i' and u.ai\_call\_type='Police' and lower(u.ai\_valid\_call) = 'yes'

Reset All State and Start from Beginning:☐

Fig. 3.23 Editing QA Assistant

- Type: <Refers to the type of Assistant. Pre-populated. Non-editable>.
- Description: <Describes what the Assistant does. Pre-populated. Non-editable>.
- Version: <Refers to the version of the QA Assistant. Pre-populated. Non-editable>.
- Name: <Name of the QA Assistant form selected. Pre-populated. Editable text field>.
- Service: <Refers to the type of AI model selected>.

4. Select an AI Service model from the drop-down menu.

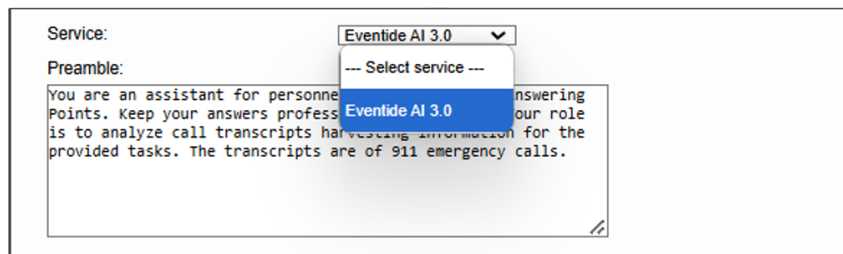


Fig. 3.24 Selecting an AI Service Model

Preamble: <refers to the QA Assistant text description field that instructs the Assistant on what its role is, and on what it should do>.

Enabled: <Selecting this checkbox enables QA Assistant to start analyzing the calls with the tasks that correspond to that assistant. You must first add a task to enable the Assistant>.

5. Select this checkbox to enable QA Assistant to start analyzing calls for Scheduled Evaluations.

Evaluation Form: <Refers to the type of QA Assistant form currently selected>.

6. In the Evaluation Form drop-down menu, select from the range of specific QA Assistant forms provided, from either the call-taking or dispatch category.

Enable Automatic Evaluations: <Selecting this checkbox enables Scheduled Evaluations>.

7. Select Enable Automatic Evaluations to enable Scheduled QA Evaluations, if not already selected. This action activates the central (previously inactive) Scheduled Evaluations configuration options. Automatic Evaluations is enabled separately and remains disabled until you enable QA Assistant.

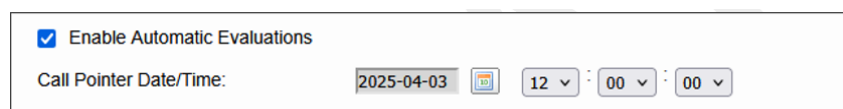


Fig. 3.25 Enabling Automatic Evaluations/Setting Date and Time

Call Pointer Date/Time: <Refers to the start date (and time) from which Scheduled Evaluations will be evaluated>.

8. Select the calendar icon to the right of the date and choose a start date.
9. To the right of the start date, select a start time.





Fig. 3.26 Selecting the Calendar Icon

10. Enter the channel number or channel range for which you want to evaluate calls. Select either a specific Agent or All Agents.

Resource Group: <Here you can select a resource group (a.k.a. channel group) to evaluate a group of calls that form that group>.

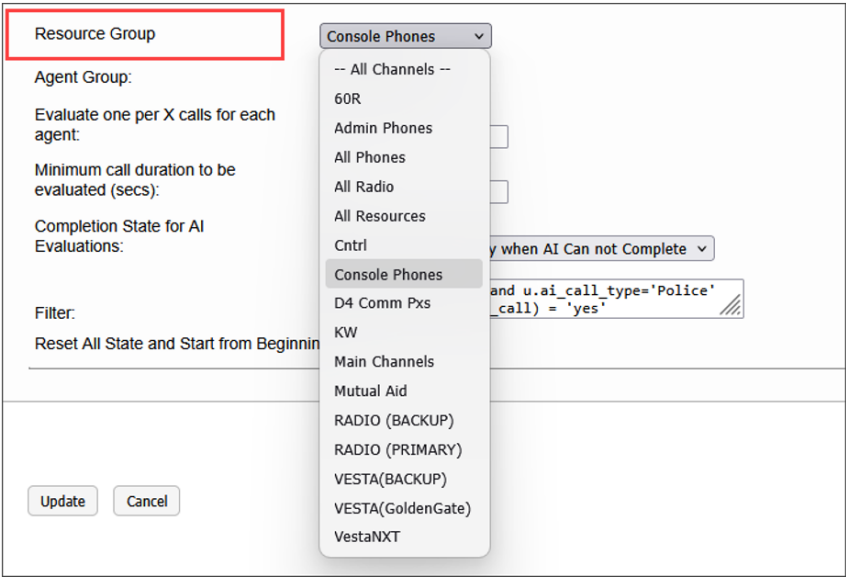


Fig. 3.27 Selecting a Resource Group

Agent Group: <In this drop-down field, if Agent Groups have been configured, you can tag calls with the name of the Agent Group to select only those calls tagged for evaluation.>

11. In this field, select an Agent Group for which you want to run a Scheduled QA Evaluation. Optionally, to evaluate all calls instead, select “All Agents”.

Evaluate one per X calls for each agent <This field instructs QA Assistant to select one call to evaluate every X calls per agent, where x is the number of calls to skip>.

12. In this field, enter a numeric value.

Minimum call duration to be evaluated (secs): *<Defines the minimum required call duration before a call will be evaluated>.*

13. In this field, enter the call duration value in seconds.

Completion State for AI Evaluations: *<Defines how Scheduled Evaluations will be saved, either as in-progress or complete>.*

You can choose from one of the following drop-down menu options:

- Always Save as In Progress
- Always Save as In Progress and Assign Reviewers
- Save as In Progress only when AI cannot complete

Filter: *<This field is used to filter schedule evaluations for specific calltypes, for example, calltype = AUDIO only or calltype = 'TEXT'>.*

For example, you could filter calls to evaluate the percentage of all medical calls that mention the phrase 'cardiac arrest'.

Reset All State and Re-Evaluate from Beginning: *<Resets the current Scheduled Evaluations schedule>.*

14. Select this checkbox to re-evaluate calls already evaluated using this form once again. If you do not select this checkbox, already evaluated calls will be skipped, and QA Assistant will continue to evaluate calls, starting from the last call evaluated.

15. Select Update to save your settings. This last step completes the configuration of Scheduled Evaluations.

### 3.2.2. Viewing Scheduled QA Evaluations

Once you have configured your Scheduled Evaluations, you can now sign in to the CI AI user interface and see QA Assistant automatically completing your Scheduled Evaluations.

*To view scheduled QA evaluations:*

- Navigate to the Scheduled Evaluations tab.

### 3.2.3. Sending In-Progress Emails for QA Evaluations

From the Web Configuration Manager interface, you can configure QA/QMQA Assistant to send emails out to reviewers or evaluators for in-progress Scheduled QA Evaluations.

*To configure and send distribution emails for in-progress QA evaluations:*

1. In the left navigation menu, select Alerts and Logs -> Email to open the Email Settings page.
2. Enter the required settings, including credentials, host, and port information to set up and enable your distribution email.

| EMAIL SETTINGS                                                                                                           |                        |
|--------------------------------------------------------------------------------------------------------------------------|------------------------|
| <input checked="" type="checkbox"/> Enabled                                                                              |                        |
| From address:                                                                                                            | 192.168.2.1@local.ever |
| Reply to address:                                                                                                        |                        |
| Send error to address:                                                                                                   |                        |
| SMTP host:                                                                                                               | 192.168.2.1            |
| SMTP login:                                                                                                              |                        |
| SMTP password:                                                                                                           |                        |
| SMTP local host name:                                                                                                    |                        |
| SMTP port:                                                                                                               | 25                     |
| <input type="checkbox"/> Force TLS                                                                                       |                        |
| <input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Send Test Email"/> |                        |

Fig. 3.28 Enabling Distribution Emails for In-Progress QA Evaluations

3. Navigate to Utilities ► Schedules.
4. Select the Enabled checkbox.
5. Type a name for the email.
6. From the Action Type drop-down menu, choose QA in Progress Email.

Fig. 3.29 Sending Distribution Emails for In-Progress QA Evaluations

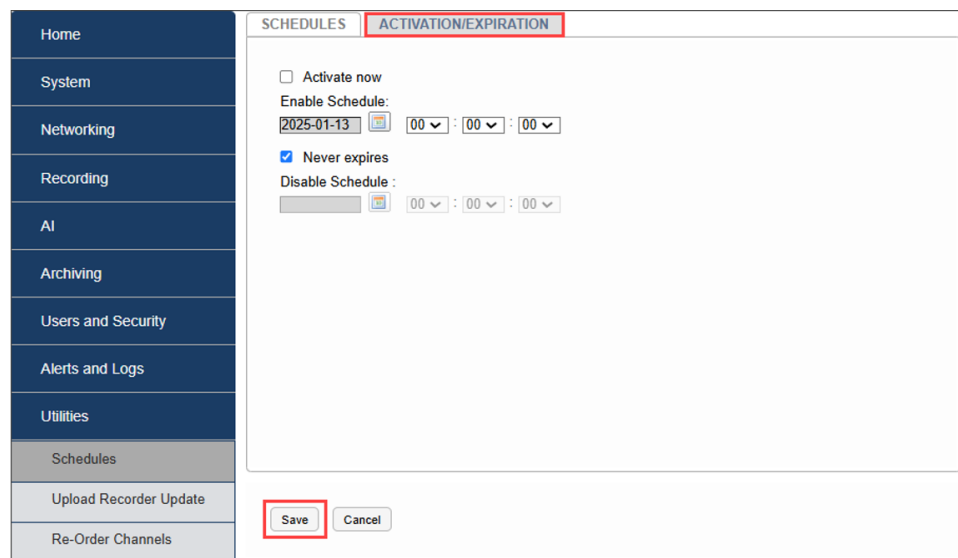
7. From the Frequency drop-down menu, choose the frequency of the email (daily or weekly, etc.).
8. Select the day(s) of the week you want to schedule the email.
9. Select the Save button. Your 'QA in Progress' email entry now appears listed on the Action page.

| Home                   | ACTION                                                                                                                                                                                                | DESCRIPTION                         | CHANNEL | START TIME | EXPIRE TIME | ENABLED |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------|------------|-------------|---------|
| System                 | CALCULATE STATISTICS                                                                                                                                                                                  | Statistics Collector                |         | Now        | Never       | YES     |
| Networking             | DATABASE MAINTENANCE                                                                                                                                                                                  | Database Maintenance                |         | Now        | Never       | NO      |
| Recording              | NAS ARCHIVE SPLIT                                                                                                                                                                                     | NAS Check For Monthly Archive Split |         | Now        | Never       | NO      |
| AI                     | USB ARCHIVE SPLIT                                                                                                                                                                                     | USB Check For Monthly Archive Split |         | Now        | Never       | NO      |
| Archiving              | RHD ARCHIVE SPLIT                                                                                                                                                                                     | RHD Check For Monthly Archive Split |         | Now        | Never       | NO      |
| Users and Security     | QA IN PROGRESS EMAIL                                                                                                                                                                                  | QA in Progress                      | 1       | Now        | Never       | YES     |
| Alerts and Logs        | <input type="text" value="Search Description"/> <input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Duplicate"/> |                                     |         |            |             |         |
| Utilities              |                                                                                                                                                                                                       |                                     |         |            |             |         |
| Schedules              |                                                                                                                                                                                                       |                                     |         |            |             |         |
| Upload Recorder Update |                                                                                                                                                                                                       |                                     |         |            |             |         |

Fig. 3.30 QA "In-Progress" email entry listed in the Action Column

10. Select the ACTIVATION/EXPIRATION tab.

11. Under Enable Schedule, select the calendar icon to choose a start date.
12. To the right of Enable Schedule, choose a start time.
13. If you do not want to specify an expiry date or time, select the Never expires checkbox; otherwise, under Disable Schedule, select the calendar icon to choose an expiry date.
14. Select the Activate now button.



The screenshot shows a web interface for configuring schedules. On the left is a vertical navigation menu with the following items: Home, System, Networking, Recording, AI, Archiving, Users and Security, Alerts and Logs, Utilities, Schedules (highlighted), Upload Recorder Update, and Re-Order Channels. The main content area is titled 'SCHEDULES' and 'ACTIVATION/EXPIRATION'. It contains the following options:

- ☐ Activate now
- Enable Schedule:  
2025-01-13 [calendar icon] 00 : 00 : 00
- ☒ Never expires
- Disable Schedule:  
[calendar icon] 00 : 00 : 00

At the bottom of the main content area, there are two buttons: 'Save' (highlighted with a red box) and 'Cancel'.

Fig. 3.31 Activating Distribution Emails for In-Progress QA Evaluations

15. Finally, select the Save button to activate and schedule your QA In Progress email.



## 4. RELATED DOCUMENTATION

Related customer-facing documentation for the Critical Insights AI suite of applications includes:

- AI Research Assistant User Guide
- Supervisor Assistant User Guide
- CI AI Reseller Configuration, Support, and Maintenance Guide





## 5. GLOSSARY

| Acronym/Term | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CI AI        | Critical Insights AI is a software product from Eventide Communications™, consisting of a suite of AI-based applications or tools called “Assistants” to help agencies achieve numerous important objectives. Critical Insights AI Assistants can help agencies increase productivity.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Saas         | Software as a service is a form of cloud computing in which the provider offers the use of application software to a client, while managing all the physical and software resources used by the application. Its distinguishing feature is that it separates “the possession and ownership of software from its use”. SaaS is usually accessed via a web application. Unlike most self-hosted software products, only one version of the software exists and only one operating system and configuration are supported. SaaS products typically run on top of a rented infrastructure or platform to accommodate rapid increases in usage while providing instant and continuous availability. SaaS customers enjoy the abstraction of limitless computing resources, while economy of scale drives down costs. |

