



**The recorder you trust.
The intelligence you need.**

Purpose-Built for Emergency Communications

Critical Insights AI (CI AI) is Eventide Communications' cloud-native analytics platform that transforms every recorded interaction into operational intelligence. Hosted in AWS GovCloud and aligned with CJIS and FIPS 140-2, *CI AI* delivers secure capture, smart search, automated QA, and real-time insights through role-based tools built for 911 and mission-critical teams.

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
- 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