



# APCO IntelliComm®

Supported by IBM Watson Analytics

## APCO's Next Generation Criteria-Based Guidecard Software

As a leader in public safety communications, APCO International has collaborated with IBM in the development of APCO IntelliComm® - a cognitive, criteria-based guidecard system designed for the 21st century public safety telecommunicator.

APCO IntelliComm mirrors current guidecards for EMD, law enforcement and fire and includes the most up-to-date NCMEC and ERG manuals, as well as groundbreaking features to optimize QA efforts in call taking and dispatching. Watson Analytics-based cognitive capabilities include trend analysis, meta-data processing, and the ability to learn and train based on how each agency operates individually, not on how others operate.

Agencies will connect to the IBM Cloud via a proxy server, installed on premise (if required), that uses a secure connection to communicate. As a browser-based solution, updates to the software will be made in the background without impacting equipment or service. No software is installed on the ECC workstations.

### Features include:

#### Call Transcript Analysis for Optimized QA

- Pinpoint and score missing information for every call
- Review transcripts in correlation with version of guidecard used for the call being audited
- Filter call history by date/range and common information fields

#### Advanced Analytics and Visualization via Watson Analytics

- Leverage agency transcript history and meta-data for advanced analysis insights
- Provide dashboard style reporting that progresses as more data is fed to the system
- Long-term benefit will include providing recommendations to supervisors and leadership based on positive and negative outcomes specific to the agency

#### Easy Navigation Between EMD, Law Enforcement and Fire

- Each discipline is always available on screen for immediate access
- No need to "back out" of a screen, simply select the necessary card
- Option to select "Immediate Dispatch" for any call or any discipline, any time
- Running transcript that allows public safety telecommunicators to make notes and share data among all IntelliComm users in the agency and CAD system

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## Features continued:

### Configurable

- Like APCO's paper guidecards, criteria and text on software-based guidecards can be modified to meet an agency's needs. Core software and functions remain consistent.
- IntelliComm allows flexibility of naming conventions and priority levels (tiers)

### Secure

- ISO-27001/27017/27018 data protection certified
- Data encrypted both in transit and at rest
- Streamlined, secure network-based content management delivered via the IBM Cloud
- Role-based access control
- Delegated security model puts agency in charge

### Browser-Based System for Ease of Use

- Proxy server can be physically installed at each agency to provide additional, required layers of security
- All stations within the agency always have the most recent version of software
- Modern web browsers supported for HTML5: Chrome, Firefox, Internet Explorer and Safari
- Updates do not require any physical installation and there is no downtime for updates or upgrades

### 24x7x365 Critical Issue Support

- Cloud-based infrastructure provides redundant access points and resilient architecture

### Modern, Intuitive User Interface Experience

- Keyboard shortcuts allow you to keep hands on the keyboard and eyes on the screen
- Scalable fonts to address accessibility considerations
- Carry forward logic allows you to answer a question once and the response will automatically appear on additional cards

**[apcointellicomm.org](http://apcointellicomm.org)**

**For more information, contact the APCO Institute at  
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