

PLATFORM

# Analytics

Gain instant clarity and act faster.



## Real-time insight into what's happening in your center.

Prepared's end-to-end Assistive AI platform is your go-to source for information—whether you're optimizing staffing, coaching calltakers, or just trying to make sense of a busy shift. Built for 911, our platform's analytics functionality unifies call and QA data into customizable dashboards that help you spot trends, highlight coaching opportunities, and effectively allocate resources. Since data updates in real time, you can lead with insights and track impact as it happens.

Only Prepared combines operational metrics—such as call duration, volume, and context-based AI categorization—with real-time quality assurance data. So whether you're managing a shift or transforming your center's operations, Prepared puts answers at your fingertips.

## KEY BENEFITS

### Resourcing & Shift Optimization

Spot busy hours, compare performance across shifts, and analyze call volume trends to make data-backed staffing decisions.

### High-Relevance Training

Identify training or coaching opportunities based on commonly missed protocols, emerging call trends, and QA scores.

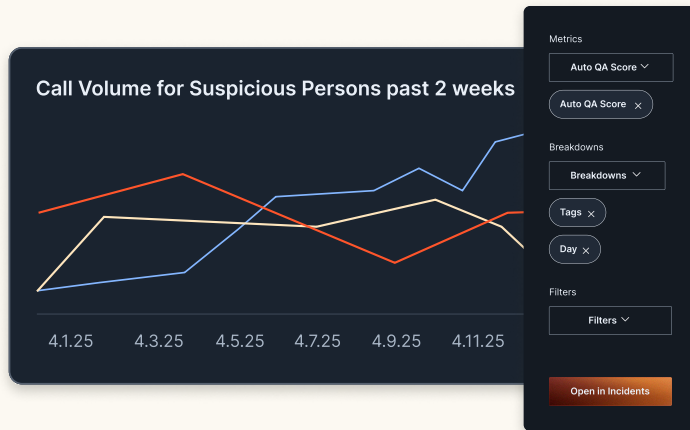
### Immediate Answers

Turn data into action, quantify performance, and demonstrate impact with deeply customizable, real-time dashboards.

KEY FEATURE 01

## Custom Dashboards

Quickly access key data with customizable dashboards that offer personalized insights, and dig into underlying data to know exactly what's behind emerging trends.



KEY FEATURE 03

## One Screen, One System

Combine operational and performance data in a single dashboard, with additional data from Automated Non-Emergency Triage coming soon.

KEY FEATURE 02

## Rich Filtering

Create and save filtered views for specific calls, shifts, or trends.

