



Enforcing efficiency

Digital dictation: the fastest means of reporting cases

www.crescendo.com

1-800-724-2930

Dictating crime or incident details only takes a fraction of the time it would take officers to hand write or type them. This is why more and more police departments are taking advantage of digital dictation technology to free officers from paperwork hassles and thereby allow them to better focus on their case loads.

FROM TAPES TO DIGITAL

Just like most organizations, you probably think that digital dictation is just like analog dictation, without tapes. So why invest in a new technology that will probably end up causing the same headaches? Now remember, a few decades ago, after having moved from typewriters to computers, general thinking was that the computer was just a replacement. However it turned out that the PC was much more than just another typing tool...

Well, the same logic applies to digital dictation and workflow management technology. Skeptics typically shift their views once they discover their wealth of functionality, not to mention the productivity savings, which speak for themselves. Think about this: if every single police officer in your department could save one hour per week not having to handle tapes, how would this affect the overall productivity? This is where digital dictation technology comes in.

Thanks to its advanced workflow logic and the wide range of supported input devices (phone, digital recorders, Pocket PCs, etc.), the **DigiScribe-XL** suite allows officers to file their reports directly from the crime/incident scene. They can thereby stay available for service while filing their reports instead of having to run in and out of the department for paperwork purposes. Designed to meet the specific needs of the law enforcement profession, **DigiScribe-XL** from Crescendo offers powerful workflow logic and customization features that allow your organization to accelerate report turnaround and achieve major productivity improvements in the long run.

IN THEIR OWN WORDS...



Des Moines Police Department, Iowa

Visit www.crescendo.com
for complete case study

The Des Moines Police Department employs a total of 483 people, including 364 sworn police officers and its records department processes over 55,000 police investigation reports each year. To provide a smooth reporting process, the police department has implemented a completely automated dictation system. "Our officers have access to a phone-in dictation system at any time, day or night," says Robert Carlson, Senior Police Officer. "With this convenient solution, officers can file their reports directly from the crime scene, using a regular phone to dictate all their reports."

As speech is the fastest means of communications available, dictating their reports to a computerized system reduces paperwork and gives officers more time to focus on their case loads. Using the digital dictation system, police officers on patrol can list all crime details at a fraction of the time needed when hand-writing or typing them. Most dictations at the Des Moines Police Department come from the criminal investigations, vice and traffic divisions. As officers reporting on an incident do not even have to be present at the department, they can stay available for service in the city while filing their reports.

*"Officers can not only record their dictations but they can also stop at any time to listen to what they have just recorded. They can also easily suspend a recording and come back to it later. It's much more convenient than typing or using a tape-based dictation system," insists Robert Carlson. While officers at other police departments using micro-cassette recorders have to physically transport their dictation tapes to the transcription department, **DigiScribe-XL** will immediately provide the typists with electronic files. In addition, voice files are kept safe from duplication and accidental deletion and can be retained long after they have been committed to paper or stored in a records management system.*

The Des Moines Police Department has three typists on its payroll for report transcription and they usually type up each report either on the same day or the next, depending on their workload and the report's priority. The typists will transcribe and finish reports on a major crime like homicide before they start working on the report of a burglary or a traffic incident. Once a typist has transcribed a report, the final document will be archived in the section's Police Report Computerized Information System (PRCIS). Based on the case number, each report will be stored in the respective case file and the distribution of reports throughout the police department is handled electronically via the PRCIS.

"This digital dictation system is so easy to use that you would not want to go back to producing your reports on paper again once you have done it over the phone," concludes Robert Carlson.



SUPPORTED DIGITAL INPUT DEVICES

Mobile recorders

PHILIPS

DPM
9600



DPM
9360



OLYMPUS

DS-2300



DS-3300



DS-4000



GRUNDIG
Business Systems

Digita x415
Digita 410



Phones

Landlines
Mobile lines



Pocket PCs

Windows Mobile



PC microphones

PHILIPS

SpeechMike
Classic 5262



SpeechMike
Classic^{PLUS} 5272



SpeechMike
Pro 5274



SpeechMike
Pro^{PLUS} 5276



OLYMPUS

DR-1000



DR-2000



GRUNDIG
Business Systems

DigitaProMic
x840 USB



DigitaCordEx
(wireless)



KEY FEATURES AND BENEFITS

Improved secretary productivity

- Each dictation is treated as an individual unit as opposed to handling a tape loaded with 10 to 20 dictations
- Sort workload by author, team, case, priority, work type, etc.
- Crystal-clear sound quality
- Receive alerts for new and important work
- Start typing before the voice file has finished downloading (Crescendo exclusive streaming technology)

Improved officer productivity

- Dictate remotely
- Assign different priority levels, all in a few clicks
- No more running around to deliver urgent work
- Track the progression of work in real-time
- Dictate from virtually any input device
- Edit dictations
- Route dictations in real-time to usual secretary when working from a branch office
- No additional training required
- Speech recognition ready
- Support of all major PC microphones

Cost savings

- No more consumables.
- No more costly hardware repairs.
- No more productivity losses due to tapes.

Accurate documentation

- No more lost or damaged tapes.
- No more transcription mistakes due to lack of clarity.



Management features

- Fully automate routing groups as per your department's specific criteria
- Secure remote dictation and upload
- Manage peaks and troughs:
 - Dispatch work based on secretaries' respective workload
 - Re-route work when a secretary is off
- Browse track records of any system activity whenever needed
- Gain complete visibility over the work environment and productivity levels thanks to detailed management reporting

Optional features

- Security: the Crescendo Wide Area Service ensures that all voice files are stored centrally, leaving zero footprint on local computers.
- Thin-client support:
 - Citrix Presentation Server™ 3.0 and later versions
 - Thin-client terminals such as Wyse Windows Terminals
- Speech recognition: **DigiScribe-XL** supports the leading speech recognition engine **SpeechMagic™** and its dedicated professional vocabularies (ConTexts).

CITRIX™

powered by
SpeechMagic™

CRESCENDO

> SPREAD THE WORD

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