FIELD GUIDE / QA & PEOPLE

Evaluate 911 AutoQA with the calls and criteria that matter.

Automated quality assurance should help supervisors make better review decisions. Compare 911 AutoQA with manual QA using representative recordings, consistent criteria, and a documented coaching workflow.

01 Define what a useful finding looks like

Begin with the review questions your agency needs to answer. A score has little value if a supervisor cannot understand the behavior behind it or choose an appropriate next step.

- Identify the evaluation criteria and describe observable behaviors for each.
- Distinguish a missing piece of information from a behavior that cannot be judged from the recording.
- Choose a manageable set of criteria for the initial evaluation.

02 Build a representative evaluation set

Use recordings your agency is authorized to review. Include ordinary communications and difficult examples so the evaluation reflects actual work.

- Include different audio sources, call types, shifts, and levels of audio clarity.
- Have qualified reviewers assess the same material independently before discussing differences.
- Document how reviewers resolve ambiguity and agree on a reference finding.

03 Compare assistance with manual review

Manual QA establishes context through listening and judgment. AutoQA can help direct attention to potential findings; the evaluation should reveal both the useful assistance and the additional checking it creates.

- Compare AI-assisted findings with the agreed human review for each criterion.
- Record missed findings, incorrect flags, and cases needing additional context.
- Measure the full review process, including correction and documentation, rather than the time to generate a score.

04 Check the supervisor workflow

A finding needs a clear path back to evidence and forward to coaching. Ask the vendor to demonstrate the steps your supervisor would take.

- Return to the original communication and inspect the context of a finding.
- Verify how a supervisor documents a decision or correction and completes the review.
- Confirm access, supported recording sources, and evaluation types in the proposed configuration.

05 Connect the finding with development

Use a confirmed finding to choose a specific improvement objective. Follow up after coaching or practice so the program can assess change over time.

- Document the observation and employee discussion in SmartTRAC.
- Select relevant Apprentice learning or SmartSim practice for the agreed objective.
- Review subsequent work against the same criteria and record the follow-up.

06 Use a simple decision worksheet

For each test case, record the criterion, human reference finding, automated finding, supervisor decision, review effort, and follow-up. Summarize patterns before deciding what to deploy.

- Mark each outcome as useful, incorrect, missed, or unresolved.
- Assign an owner and next step for each unresolved configuration or workflow issue.
- Agree on periodic calibration and re-evaluation when criteria or source conditions change.

Manual QA, AutoQA and the connected workflow

Manual QA: reviewers interpret context and evaluate calls against agency criteria. Verify calibration, evidence and follow-up.

AutoQA assistance: analysis flags potential findings for a supervisor to investigate. Verify supported criteria, missed findings, incorrect flags and exceptions.

Connected QA: confirmed findings become feedback, training and subsequent review. Verify the path from the original communication to development and follow-up.

PUT THE GUIDE TO WORK

Use this guide to shape your agency's evaluation and working discussions. Confirm product availability and supported configurations with Equature.

Quality Assurance >

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