

FIELD GUIDE / BUYER GUIDE

The connected PSAP evaluation checklist

Evaluate the work your agency needs to complete, from captured communications to documented improvement. Use this guide to make a platform demonstration specific, comparable, and useful.

01 Start with three operational questions

Before evaluating a feature list, choose three tasks that matter to your center. For example: reconstruct an incident, complete a useful QA review, and understand whether a development action helped. Write down who performs each task and what makes it difficult today.

- What starts the task, and what information does the person have?
- Which systems and people are involved?
- What does a successful result look like?
- Where do people search, re-enter information, or wait for someone else?

02 Follow one task through the demonstration

Ask the team to walk through a complete task. A series of separate feature demonstrations can hide the effort between steps. Record the handoffs, permissions, modules, and manual actions involved.

- Find the relevant communication and replay the source.
- Use any transcript or summary, then verify an important detail.
- Document the review and the next action.
- Show how the appropriate person sees and follows up on the work.

03 Separate current capability from direction

Keep a simple availability record for each part of the workflow. Note what was demonstrated in a supported configuration, what requires a preview or pilot, and what is planned. Identify any additional module or service required.

- Current capability: what can be used, by whom, and in which configuration?
- Preview or pilot: what are the conditions, limits, and acceptance criteria?
- Direction: what problem is being addressed, and what is not yet committed?

04 Include the environment and the people

Bring a system inventory and the people who own the daily work. A technically supported configuration must also work for supervisors, records users, trainers, and staff. Ask how access, historical information, and changes will be managed.

- Phone and radio systems, versions, and required channels.
- Historical-recording access and the records workflows you rely on.
- User roles, onboarding, and the people who will own the process.
- Monitoring, support handoffs, and responsibilities during a transition.

05 Leave with a focused next step

Choose one initial workflow and define the evidence that would make the next decision clear. A useful next step might be a technical review, a configured demonstration, or a bounded evaluation. Assign an owner and make the remaining questions explicit.

- Initial workflow and operational owner.
- Required configuration and current support status.
- Observed gaps and how they will be resolved.
- Acceptance criteria and the next review date.

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.

[Communications Recording >](#)

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