FIELD GUIDE / BUYER GUIDE

Plan a recording replacement around the work you need to preserve

A recorder transition should preserve more than incoming audio. Plan the sources, historical access, user workflows, and acceptance checks that make the change workable for your agency.

01 Inventory the communications and the users

List the source systems, versions, channels, and recording requirements. Then identify who uses recordings and why. Include the people handling incident review, records requests, QA, administration, and technical support.

- Phone and radio sources and required channels.
- Current recording and playback environment.
- User roles and the tasks each role performs.
- Peak needs and continuity expectations to review with the technical team.

02 Map the historical record

Determine what prior recordings must remain accessible and how users will retrieve them after the transition. Do not assume that replacing the capture system automatically migrates or makes every archive available in the same way.

- Location and format of existing archives.
- Access methods needed during and after the transition.
- Retention requirements provided by the agency.
- Responsibility for validating access to representative historical recordings.

03 Demonstrate the operational workflows

Ask to see the tasks your people perform most often. Start with the information a user normally has, then follow the process through playback and the required next action. Confirm which functions are part of the proposed configuration.

- Locate and replay a known communication.
- Review surrounding communications relevant to an incident.
- Show the required export, organization, or sharing process.
- Demonstrate permissions for the relevant user roles.

04 Define acceptance before installation

Agree on observable checks with the people who own the systems and the operational workflows. Make responsibilities and unresolved dependencies visible. A useful acceptance plan checks the proposed environment rather than relying only on a generic feature demonstration.

- Sources and channels to confirm.
- Playback and retrieval tasks to complete.
- Historical-access checks and role permissions.
- Monitoring, support handoff, and staff preparation.

05 Plan intelligence as the next layer

Once recording requirements are clear, evaluate where transcription, summaries, QA, or reporting can help. Keep the additional value tied to a specific workflow and confirm the data and configuration needed.

- First intelligence use case and intended users.
- Representative communications for an evaluation.
- Modules, services, and connections required.
- How the team will judge whether the added capability helps.

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 >

Communications Intelligence >