# Streamline QA/QI Operations With QA Tracker

QA Tracker Modernizes, Centralizes, and Streamlines Your QA/QI Processes

Frontline's QA Tracker modernizes and simplifies your Emergency Communication Center's Quality Assurance (QA) and Quality Improvement (QI) operations. The system enables Supervisors to efficiently evaluate, document, and report on Telecommunicator performance—helping ECCs maintain industry standards and drive continual performance improvement.

Modernize manual QA processes like handwritten forms, spreadsheets, and email communications which are inefficient and prone to error. **Centralize all your QA/QI operations in one place with QA Tracker.**
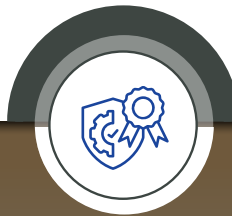
Short-staffed ECCs struggle to find time to perform consistent QA/QI evaluations. But QA Tracker streamlines processes to **save significant time and make regular quality assurance and continuous improvement a reality, even for the shortest-staffed ECCs.**
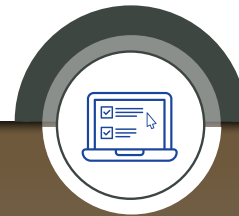
QA Tracker provides the tools that Supervisors need to ensure consistent QA feedback loops, fairness in scoring from evaluator to evaluator, and **better transparency and continued proficiency for your Telecommunicators.**

Centralized QA/QI Solution
Centralize your call-taking, dispatching, and radio traffic QA evaluations in one centralized system—across all call disciplines. Let QA Tracker select randomized calls from CAD and pre-populate fields with Frontline's API integration option.

Pre-Loaded Forms for APCO/NENA Standards
QA Tracker comes preloaded with six ready-to-use forms that are compliant with APCO/NENA ANS 1.107.1.2015 Standard.

Comprehensive Customization
With fully customizable forms, fields, scoring, workflows, signature routing, and alerts, QA Tracker can meet your ECC's unique needs.

Powerful Reporting and Better Data
Access better data to help identify trends and coaching opportunities. QA Tracker provides detailed dashboards and customizable reports that help Supervisors spend less time on QA reporting and more time on QI training.

Calibration Tool Improves Evaluator Consistency and Fairness
Your Telecommunicators will appreciate the QA Tracker Calibration feature that equips Directors with a tool to compare evaluator ratings to help improve scoring consistency and fairness.

Automate Manual Process and Save Significant Time
Save time by automating manual processes with QA Tracker. Leverage ready-to-go APCO/NENA forms, comprehensive dashboards/reporting, automatic email alerts, signature routing, employee reviews, and mandatory review reminders.

Easier Access to Information—with One Login
Frontline has nine cloud-based solutions under one login; leverage QA Tracker, DOR Tracker, Policy Tracker, Training Tracker, and more without having to log into separate programs. The consistent user interface helps your team become proficient with the application faster, to expedite your return on investment.