

Long Beach Police Department

NCIC Training Agenda

- **Inmate Call Engine**
 - Live Monitoring
 - Monitoring & Terminating Calls
 - Searching Specific Calls
 - Adjusting Columns
 - Call History
 - Using “Canned” Searches / Selecting Search Criteria
 - Call Duration and Call Charges
 - Exporting and Revenue Tracking
 - Briefcase
 - Selecting and Saving Calls to Briefcase
 - Sharing and Downloading Calls
 - Destinations
 - Adding Destination Numbers
 - Searching Specific Destination Numbers
 - Managing Destination Number Configurations
 - Viewing Pre-Paid Account Information
 - Managing Restrictions & Allowed/Denied Numbers
 - Inmate Accounts
 - Searching Specific Inmates
 - Managing Inmate PINs
 - Managing Inmate Restrictions
 - Inmate Greeting (Name Recording)
 - Inmate Messaging
 - Inmate Transactions
 - Users
 - Adding a User
 - Setting and Editing User Permissions
 - Updating User Password
 - Viewing User Activity
 - Investigative Alerts
 - Setting Alert Triggers
 - Receiving Alert Notifications (Call / Text / Email)