

## Case Service Overview

### On-Boarding Team Briefing

Developed by former law enforcement officers, Case Service is a virtual investigator that instantly communicates with your citizens through voice, mobile, web, and text. It cuts response times to zero for most non-emergency incidents and allows your agency to focus on other areas. The intelligent automation enables your agency to provide effective self-service for citizens who need help with non-emergency incidents.

#### Case Service

- Instant hand-off of select callers to voice system
- Multilingual support
- CaseNumber.com
- Simple, light user interface

#### What we will accomplish

- Instant service to citizens
- Shift 20 percent or more of citizen calls to automation, effectively increasing patrol capacity
- Reduce re-calls to dispatch from citizens who would otherwise be waiting for a patrol unit to respond

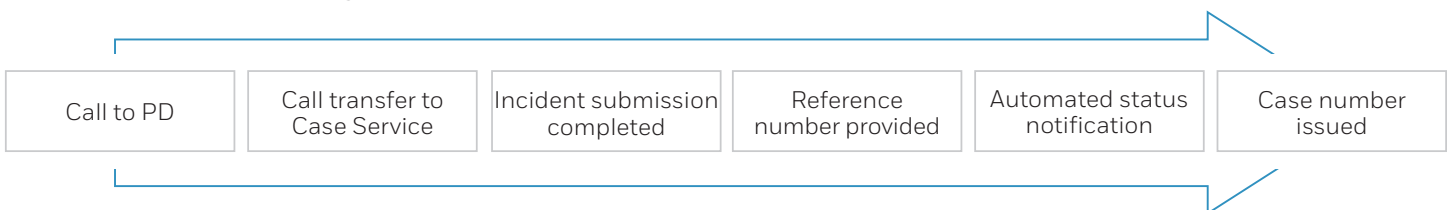
#### Citizen experience

When citizens call and staff determine their call is about a non-emergency incident, the caller can be immediately transferred to the voice system that helps them complete an initial submission.

Case Service will have a conversation with the citizen (all automated), ask simple questions, record responses, and conduct the investigation. At the conclusion of the investigation, the citizen is provided a reference number for the incident. The citizen will then receive email notifications as the report is reviewed and filed by your agency officials.

When the citizen begins a submission, he/she:

1. Confirms his/her phone number
2. Sets a four-digit pin number
3. Receives a five-digit access code



#### Communicating Case Service to citizens

Dispatch is crucial to the successful utilization of Case Service. When you tell citizens you are transferring them to Case Service, provide context so they understand what is about to happen, and why they should take advantage of this self-service opportunity.

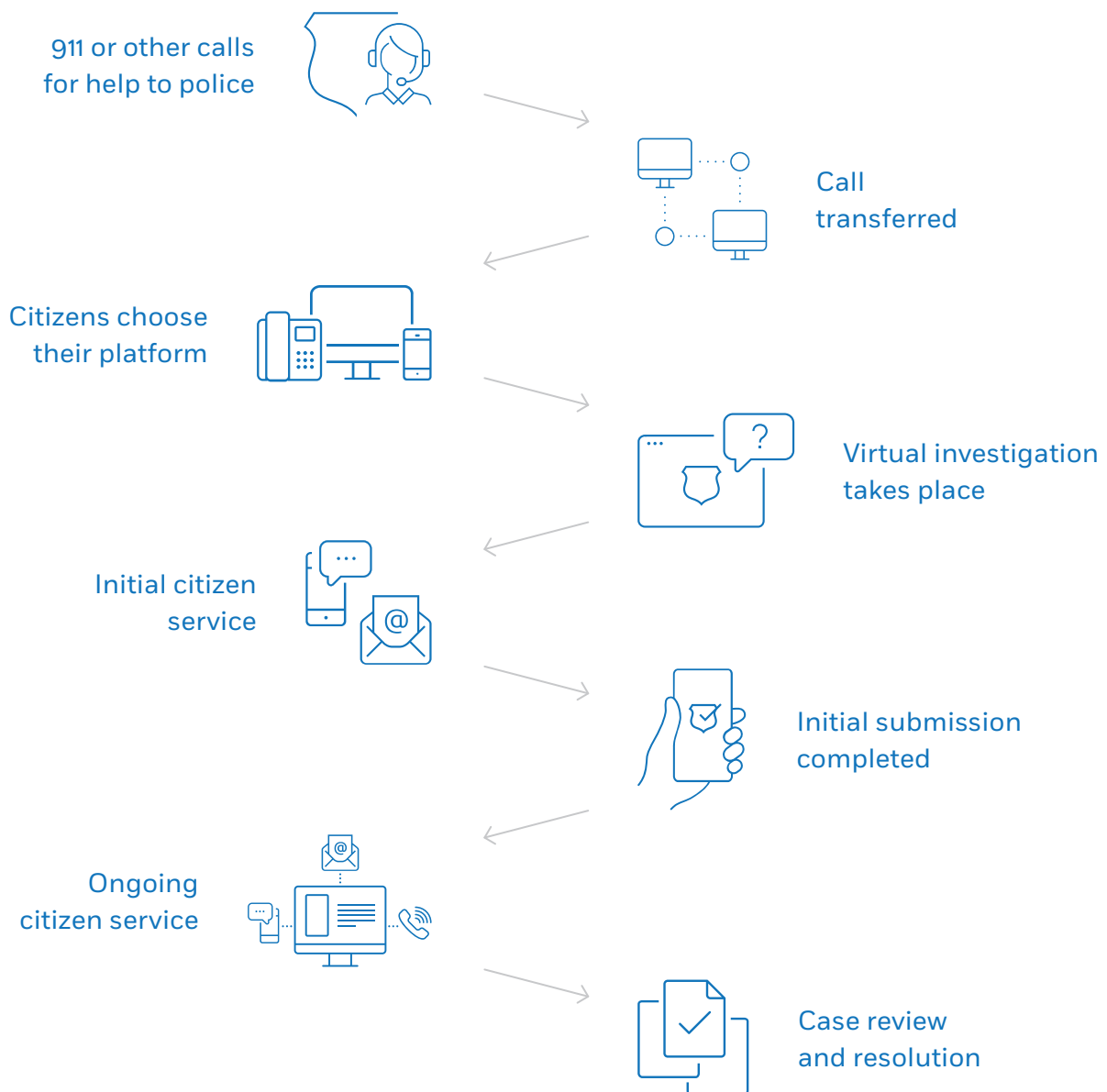
Past online reporting has been viewed as a “black hole” with little citizen follow-up after a report is submitted. Case Service provides real-time updates to the citizen—when the report is reviewed at your agency, when it’s finalized, and when the case number is made available.

## Case Service for Dispatch

### What to tell the reporting party

For example, your agency can tell the reporting party, “Okay, based upon what you’ve told us, we need you to complete an initial incident submission using our virtual investigation system. I will transfer you to our system, and you can also go to Case Number.com or use the mobile app. Hold on please.”

### Case Service: How It Works



**Learn More and Request a Quote at [CaseService.com](https://CaseService.com)**