Case Service FAQ

How are Case Service and Case Number different?

Case Service is the cloud-hosted technology law enforcement uses to automate engagement with citizens. The web portal CaseNumber.com, Case Number mobile applications (iOS and Android), and the voice system are the citizen-facing portions of Case Service, used to respond to non-emergency incidents.

How is automated citizen reporting different from online reporting?

Case Service's automated citizen reporting includes voice, mobile, text message and web (online) automated engagement. Online reporting of the past (web only) is often inadequate for many citizens because they are either unable or unwilling to access a computer when they engage your agency. These citizens most frequently call your agency, so it makes sense to simply transfer a caller to the Case Service voice system, which lets them choose how and when they get service.

The voice-reporting system tells citizens they can file a complete report using only voice (multilingual enabled), or if they would rather use a mobile application, the voice system sends them a text message with a link to transition to the mobile app, or they can go to CaseNumber.com. Using the various options, citizen service has never been so easy to provide.

How does Case Service work with my current RMS?

If a citizen has an incident that involves a police report, an approved report can be digitally transferred to your RMS. Currently, TriTech RMS (Inform, Zuercher, TC or TE) integration is included with your subscription. If you use another RMS, our standardized interface can be used to connect Case Service to it. Feel free to give us a call to see if an interface has already been enabled.

We want to send officers to some non-urgent calls. Can we control which callers are helped using automation?

Yes. Law enforcement agencies have the control to send a unit, add the call to the queue, or transfer the caller to Case Service. Call volume and patrol staffing will likely impact the choice that is made, as well as the incident types your agency chooses to target for automation.

How involved does our IT team need to be during installation and subsequent use?

No hardware or software installation is required for your agency. All that is needed to access Case Service is access to the agency portal. You do not need IT support.

We have a specific police report format we use. Can we change the Case Service report format?

Yes. During on-boarding, agency-specific report configuration is possible, but most agencies find the default reports serve their needs well.

What happens if a citizen uses the voice system to start a report, but his/her cell phone cuts out?

Once a citizen starts a report, he/she immediately gets details about how to continue a submission if disconnected. The caller is given the callback number, and can pick up where he/she left off. This is made possible by the system giving the caller an access code when the digital conversation begins.

The citizen can also switch to, or resume a submission, using the mobile app or CaseNumber.com website at any time during the digital conversation. Additionally, once a citizen starts a digital conversation, Case Service allows 30 days (configurable) to finish the conversation. While the conversation remains incomplete, a citizen receives emails regularly to inform him/her of the need to finish the conversation or have it expire without agency review (configurable). This level of flexibility ensures citizens have the time needed to gather important details so they can provide accurate information.

What if the caller doesn't speak English?

The Case Service voice application asks callers to specify English or another language. Case Service seamlessly supports 30 languages for voice, mobile and web engagement. Incident details are subsequently presented in English to your agency.

Why would we ask people to use Case Service instead of sending a patrol unit?

Non-emergency calls are often administrative in nature and become lower priority when things are busy. With Case Service, callers get instant and effective service using this friendly and efficient system. Sending callers to Case Service creates greater patrol capacity so your agency can focus on higher-priority activities. Citizen engagement with Case Service also keeps citizens informed as your agency processes cases. For any given call, your agency can choose to send a unit, add the call to the queue and make the citizen wait, or transfer the caller to Case Service immediately. Case Service gives you first-call resolution for the calls you designate.