



Invitation to Join the Case Service Tour

Overview

Ten8Tech provides outstanding service by re-directing select inbound 911 contacts from citizens into an automated interaction via Case Service.

Please help our department by participating in this tour. Your insight is valuable and appreciated.

Opportunity quick facts

What is the reason for this purchase or the problem to be solved?	Patrol struggles at times to meet citizen needs for non-emergency incidents due to call priorities.
How will Case Service advance a specific goal or strategy in our department's strategic plan?	Case Service enables faster service by re-directing select inbound contacts from citizens into an automated interaction with the platform. Patrol staff are freed up to attend to higher-priority activities.
Who will use this?	1. 911 callers with lower priority incidents 2. Agency staff clearing cases
What is the technology used?	It is Software as a Service (SaaS) in a secure cloud platform with voice, mobile, and web interfaces.
How soon can this be employed?	Less than 15 days.
How does it fit with our existing agency workflow?	When a 911 call comes in, call-takers simply ask the same triage questions as always. When an incident is determined to fit Case Service criteria, the caller can be immediately transferred into Case Service, a system that works like a virtual investigator.

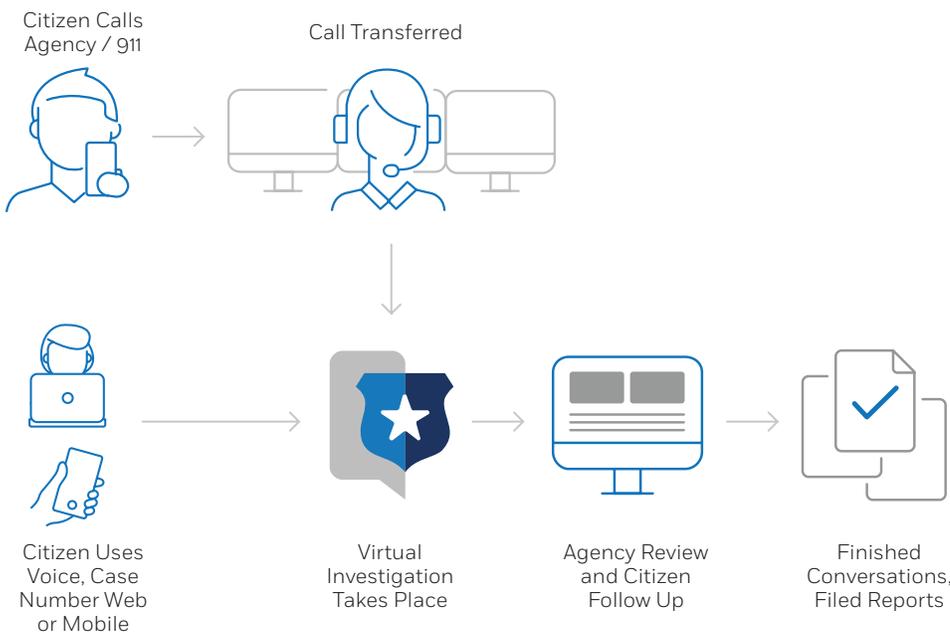
Tour Preview

- Explore why we want to do this
- See firsthand that the technology works
- Review the fit of Case Service into your future

Why we want to do this

We can provide outstanding service by re-directing select inbound contacts from citizens into an automated interaction with this intelligent communication engine. Patrol will always need to respond to emergencies, but Case Service is how we can field an efficient, instant, and effective alternative to a patrol-unit response on lower-priority calls for service.

See firsthand that the technology works



Why this matters

Workflow fit is crucial and this technology accommodates the ingrained habits of people while engaging them into an effective dialogue about their incident. They will most often call 911...

This provides a clear path in the critical handoff of the citizen contact.

At Ten8Tech, we believe police agencies can protect and serve their citizens.

FIRST STOP: Be the citizen who just called law enforcement

Imagine you are a citizen who was the victim of a minor theft and you just called 911 using your smartphone...



The call-taker asks you basic questions and then says, "We want you to provide details about this incident using our virtual investigation system. Please hold on while I transfer you now..."

You are then transferred directly into the system...
(For this case, just dial into the number below from your iPhone or Android)

Try it

1. Dial:
2. When asked about using a smartphone, say “Yes”.
You will then get a text message with a link to install the Case Number mobile app. Launch the app and use the address below when you start a new session. DEMO PIN 1234
3. Use this address for your fictitious incident:

Or start your session on the web at:



Citizens like it because it's:

- Friendly
- Service-oriented
- Responsive
- Flexible
- Multilingual

Citizen success

This system lets citizens connect and communicate when they want and how they want. This results in many more successful automated interactions than is possible with an online-only reporting page.

SECOND STOP: Be the officer who clears these contacts

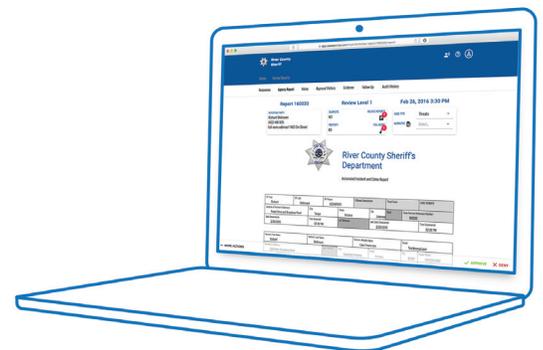
After Case Service has completed a conversation with a citizen and has captured the details, the agency-facing portal presents those responses for easy review and streamlines the disposition process.

As the final disposition is established, Case Service facilitates excellent citizen communication with built-in notifications along the way.

Imagine you are the person at the department clearing these contacts today...

Try it - Go To: <https://app.caseservice.com>

1. Enter your username and password (Provided to you previously)
2. Pick a record and click on it, then check out the responses
3. Try changing the code section narrative using the drop-down menu at top-right
4. Select an appropriate code-section narrative



CASE TYPE	Vandalism ▼
NARRATIVE	Select... ▼

5. Next, click “agency report” in the navigation bar to see a “report layout” version of the incident information

6. Finally, set a disposition. Choose “approve” or “deny” at the bottom right

NOTE: You can also initiate automated outbound follow-up with the citizen to gather additional responses or validate key facts. Case Service includes export of reports to the agency RMS.

The fit of Case Service into your future

Case Service helps police agencies help their citizens in a wide variety of circumstances. At every turn, the intelligent system is on alert to detect and respond to unexpected or undesired interactions. If incident details reveal hits on keywords like, “gun” or “bomb,” Case Service may need to stop the dialog and quickly re-direct the citizen back to dispatch. However, on most occasions, the mission to protect and serve is decisively aided by providing instant help to citizens, while relieving acute patrol and dispatch workloads.

Stakeholder	Problem	Solution Benefits
Sheriff / Police chief	<ul style="list-style-type: none"> • 911 calls up • Staffing down 	<ul style="list-style-type: none"> • 20+ % efficiency improvement
Deputy / Officer	<ul style="list-style-type: none"> • Always busy • Nobody 10-8 	<ul style="list-style-type: none"> • More crime prevention
Dispatch	<ul style="list-style-type: none"> • Call volume • Time on minor calls 	<ul style="list-style-type: none"> • First call resolution
Citizen	<ul style="list-style-type: none"> • Time till engagement • 3-5 hours+ 	<ul style="list-style-type: none"> • Immediate engagement • Better service

Agencies like it because it:

- Maximizes usage
- Yields accurate responses
- Avoids duplication
- Provides real-time alerts
- Enables easy follow-up
- Sends key notifications

Citizen communication

Whether or not an official police report is necessary, Case Service helps us continue to communicate with citizens by sending them automated notifications (text or email) at key points in the process. When a final disposition is selected, they will receive a case number (if an official report is documented).

Find out more at www.CaseService.com