In Public Safety, Time Matters

Law enforcement leaders want to provide excellent service to citizens…
But there are problems.

Patrol is overloaded, and citizens must wait.

Agencies are struggling to help citizens on non-emergency incidents. Up to 40 percent of all 911 phone calls are not urgent and must be treated as lower priority when patrol resources are limited. The challenge is how to handle emergencies quickly and provide quality service to other citizens.

Online reporting is not adequate.

Law enforcement has encouraged the use of online reporting for more than a decade. Regrettably, citizens just don't use it enough. Only a small fraction of non-emergency calls are successfully handled online.

Many of the submissions that come in online are incomplete or erroneous, or callers just give up or call back to request a patrol unit. Unfortunately, most citizens are unwilling or unable to use online reporting effectively because it is inconvenient or confusing.

Case Service Workflow

1. Call to law enforcement
2. Dispatch transfers to Case Service
3. Start-to-finish incident filing
   - Voice
   - Mobile
   - SMS
   - Web
4. Review and approve

Shortages of IT staff inhibit technology opportunities.

Progressive agencies accumulate lots of technology, and new innovations keep on coming. IT managers are overburdened with support and upgrades on existing systems while trying to keep up with new security and infrastructure standards.

We have your back.

A comprehensive alternative for the handling of non-emergency calls is the latest example of Versaterm's continual product evolution as we provide additional benefits to our customers by keeping our systems modern, reliable, and evergreen. The acquisition of the Case Service product and its core AI technology is being integrated deeply into Versaterm's Software Suite. Versaterm focus is to provide you with the technology you need today to protect and serve.

Welcome to a better way to protect and serve. Case Service is innovation without the burden.

VOICE   APP   SMS   WEB

CaseService

CaseService

Powered by VERSATERM

Case Service: A digital partner for patrol.

Patrol units respond to emergencies, but agencies can now redirect select non-emergency calls to advanced automation with the confidence citizens will be served well. This is new, innovative technology for patrol delivered via a no-fuss cloud platform.

Most people call 911 when they need help from police, and handing them over to the voice entry-point is simply the fastest and most effective way to respond to their needs.

Once connected, citizens engage with an intelligent engine that provides an investigative dialogue to help them communicate and get service. Citizens can then choose how and when to communicate. They can move in and out of the conversation and change the method they use to communicate with you—either by voice, mobile, text, or web.

Efficient workflow and quality results.

Case Service enables streamlined handling of submissions via workflow automation and a secure agency-facing portal. Based on agency specifications, the citizen gets helpful notifications at each step in the disposition process you specify.

When a situation arises where a patrol response is needed, you get the real-time alerts and notifications you need. When a report is approved, the case is transmitted to RMS digitally.

Common benefits

POLICE CHIEF/SHERIFF: 20%-plus efficiency improvement for patrol
IT MANAGER: Business benefits and innovation without burden
911/DISPATCH: Quick and effective handling of non-emergency calls
CITIZENS: Zero wait time and excellent service

Cloud-Based
- Zero hardware
- Zero software
- Secured data
- Simple activation
- Agency alerts
- RMS integration

Voice
- Friendly and effective
- Multilingual
- Immediately responsive

Mobile
- Helpful videos
- Location services
- iOS and Android

SMS
- Interactive dialog
- Invitations to web, mobile, and voice

Web
- Simple and responsive
- Invitations to SMS, mobile, and voice

Learn more and request a quote at CaseService.com