

In Public Safety, Service Matters

"Cayce" AI is the Virtual Investigator at the heart of Case Service for Non-Emergency Police Reporting

We believe the partnership between the community and law enforcement is at the core of governance.

Agencies are still struggling to help citizens with non-emergency Police Reporting incidents. Up to 40 percent of all phone calls to your agency are not urgent. Versaterm can help.

Your agency does not have a choice. You must treat some individuals as they are a lower priority.

But you still want them to feel like they were treated well.

Citizens remember the experiences they have when they engage with your agency

The past decisions have led us to today, and you do not need to allow them to guide your agency to tomorrow.

Your agency can change the public's perception, one new decision, one new engagement at a time.

As times have changed, so has the technology you need to do your job.

Your agency can provide instant service with high-quality results, leaving citizens feeling served and feeling heard on their first contact.

Your agency can also follow up automatically with that citizen, providing relevant updates based on what they need.

"Cayce" AI is the virtual investigator in Case Service for Non-Emergency Police Reporting, ready to meet the needs of your community in multilingual voice, chatbot, and web engagements.

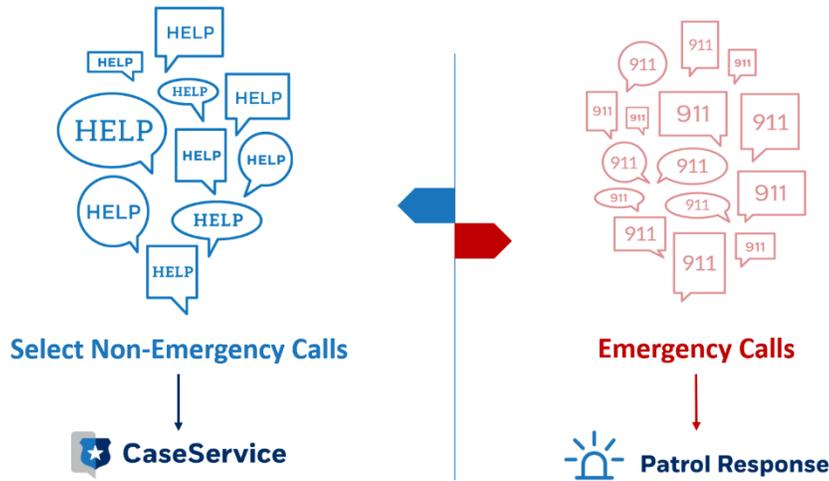
Today on-demand service and on-demand information is expected. How your agency responds with the technology you send citizens to is how you are perceived by those you serve.

Case Service Non-Emergency Police Reporting Workflow

1. Call to law enforcement
2. (optional pre-call taker automated triage)
3. Call takers transfer callers to "Cayce" the virtual-investigator in Case Service
4. Start-to-finish multi-lingual incident filing
 - Voice
 - Mobile
 - Web
5. RP updated on filing status
6. Review and approve by agency staff, filed into RMS
7. RP provided with Case Number



Enhance Service and Streamline Operations



Case Service: A digital partner for patrol.

You may not be able to respond to every call, every time.

Dispositioning Gone on Arrival is common to signal that the RP was not there when you were.

People get tired of waiting and leave. Telling citizens, they can "self-file," to a person with the problem, who for the first time asked your agency for help, they just heard "do it yourself."

Versaterm has made significant investments in conversational technology because the service levels are essential. Additionally, submissions to online-only legacy systems are incomplete, erroneous, or lack the thoroughness of a complete investigation.

Efficient workflow and quality results.

Connecting callers to Cayce for an investigative conversation over the phone is simply the fastest and most effective way to respond to their needs.

Cayce gives the caller options, continue filing with multilingual voice, receive a link to their phone to use the chatbot interface, configured for your agency to be your agency's presence for non-emergency resolution.

Case Service enables streamlined handling of submissions with workflow automation and secure agency-facing portal. Citizens get helpful notifications at each step in the disposition process, all based on agency settings.

Learn more at
Versaterm.com and CaseService.com



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

For more than 40 years Versaterm Public Safety has been a leading provider of technologies public safety agencies count on to serve their communities.

Versaterm continues to raise the bar leveraging innovative technology to enhance your community engagement strategy.