

## 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.

### 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.

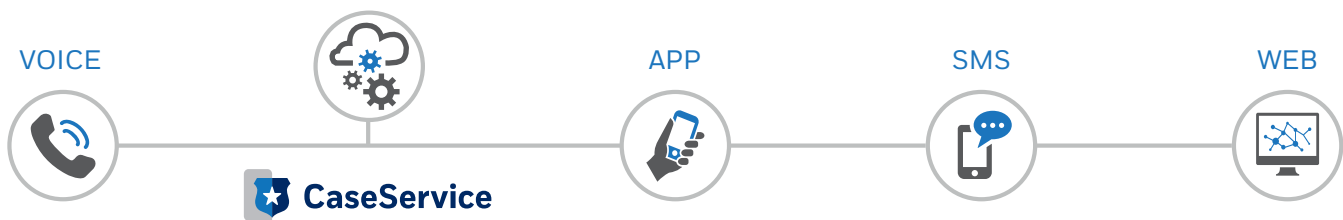
With the help of key partners in law enforcement technology and communications, Voice has built and delivered a new, comprehensive alternative for handling non-emergency calls. After raising millions of dollars and partnering with technology industry leaders like Microsoft and TriTech Software Systems, Case Service is now available as an off-the-shelf module that snaps onto your existing CAD and RMS systems.

Founded by two police officers and a computer science expert, Voice has simplified a complex problem by enabling effective dialogue between citizens and our intelligent system.

#### Case Service Workflow

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

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



## 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 need.

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 percent-plus efficiency improvement for patrol

**IT MANAGER:** Business benefits and innovation without the 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](http://CaseService.com)**

