

A woman with curly hair and glasses is looking at her smartphone. The image is overlaid with a semi-transparent blue filter. The background shows a blurred office or community setting.

Case Service Reporting

Better Service,
Better Communities

The logo for Versaterm, featuring a stylized 'V' icon followed by the word 'versaterm' in a lowercase, sans-serif font.

A person in a blue uniform is holding a cardboard box. The image is partially obscured by a dark blue overlay on the right side of the page.

Transforming Customer Service

The private sector made service excellence the standard using new technology. Community members expect this level of care from public safety agencies despite their staffing challenges.

These same innovative technologies can help you.

Our applications enable agencies to provide better service with:



Flexible
Communication



Automated
Process



Intelligent
Engagement



Versaterm Case Service Reporting

Increases your capacity to serve by simplifying non-emergency call reporting

By offering a one-of-a-kind AI reporting system, Versaterm makes it possible for community members to quickly and easily submit a non-emergency report, allowing agencies to focus on higher priority services and incidents.

Case Service Reporting integrates with Versaterm's RMS as an add-on module that makes data-sharing seamless between systems. It requires zero hardware or software to maintain. A version is available for agencies with a third-party RMS.

How Case Service Reporting Fits Into Your Non-Emergency Workflow

Enhance service for community members and streamline operations for your agency



Flexible Communication

The public can select when, how, and in what language they prefer to communicate



Multiple formats

Supports voice, web, text, and mobile app engagement to submit a report



Multilingual

Individuals can report comfortably in their preferred language



Virtual service

Individuals can submit a report whenever they need to and even continue a partial submission

Automated Process

The integrated module streamlines report review while keeping people informed



Pre-RMS report validation

During the initial review, validation for National Incident-Based Reporting System (NIBRS) offenses helps ensure reports are compliant



Automatic notifications

Reporting party receives automatic notifications about their report submission while internal agency staff are notified of any special situations



Accelerate report queueing & intake

The data structure matches Versaterm RMS for faster queueing while optional automatic transcription enhances report quality

Intelligent Engagement

The conversational technology works as a virtual investigator to provide efficient service



Advanced AI technology

Conversational system authored by domain experts in policing listens, asks questions, and adapts based on responses



Investigative interviewing

Collects and flags important details as the reporting party tells their story "in their own words"



Immediate service

Zero wait time to submit a report with faster acknowledgement and enhances safety by listening for key emergency-related terms

How Case Service Reporting Helps Your Agency

Low patrol capacity

Long response times for lower priority services



Officers can focus on higher priority services

High call volume

40%+ of calls are non-emergency



Automation reduces call takers' manual response, improves efficiency

Confusing online reporting

Inaccuracies and low completion rates require follow-up



Guided reporting process with conversational AI

Immediate service expectations

Low satisfaction when service is not direct and/or immediate



Immediate access to reporting system and automatic workflow notifications

Engagement uncertainty

Community may be unsure how to get help for these requests



Digital interaction on reporting party's terms

Versaterm



About Us

Versaterm is a global public safety solutions company helping agencies transform their organizations by providing innovative solutions, expertise, and an unwavering dedication to customer service. Formed in 1977, we are on a journey to build an ecosystem that will enhance community safety by creating purposeful integrations across the public safety spectrum. We deliver intuitive tools developed for public safety agencies, forensic labs, court systems, schools, and other institutions. Our selective growth strategy focuses on improving customer and user workflows for more efficient and effective operations, leading to better service and more just outcomes. For more information, visit [versaterm.com](https://www.versaterm.com), LinkedIn, or Twitter.