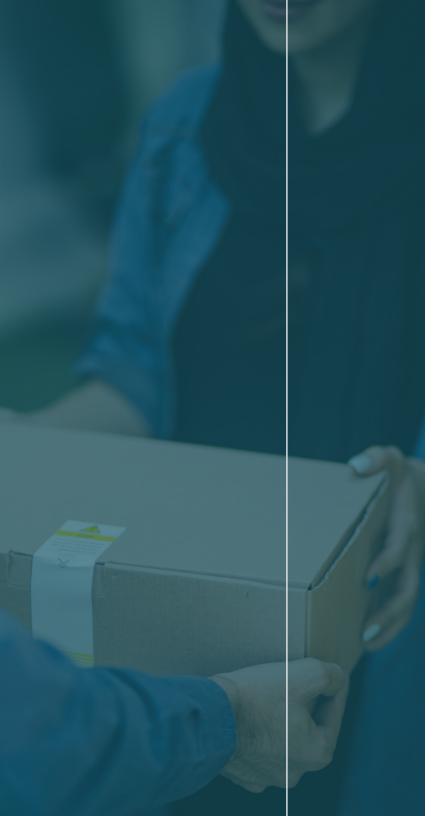




Better Service, Better Communities



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:



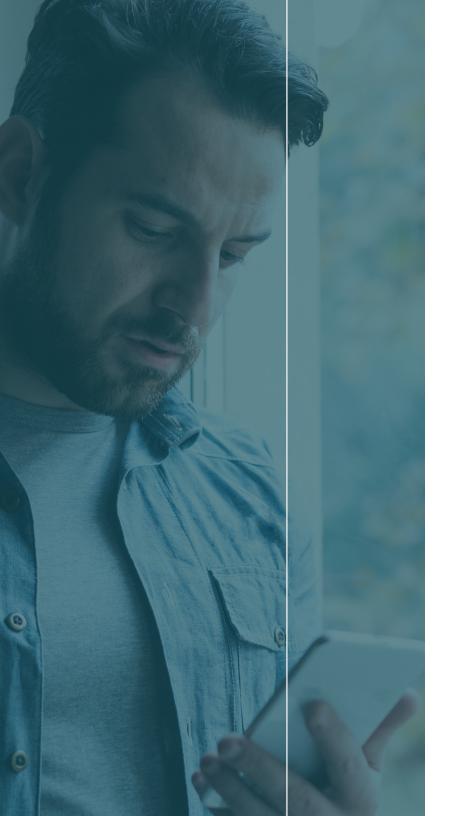
Flexible Communication



Automated Process



Intelligent Engagement



Versaterm Case Service Reporting

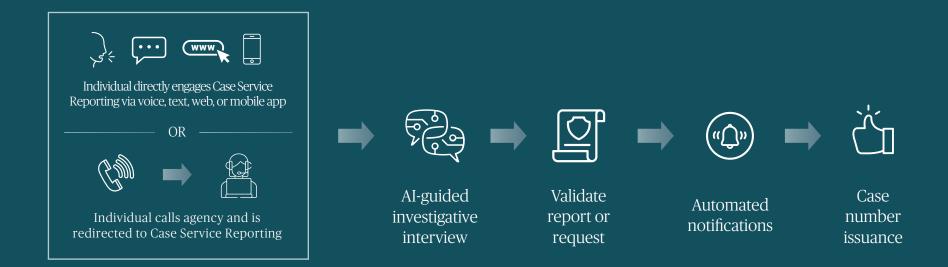
Increases your capacity to serve by simplifying non-emergency call reporting

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 queuing 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

*****ersaterm

















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, LinkedIn, or Twitter.