

A background image of a call center with a woman in a headset looking at a computer monitor. The image is overlaid with a dark blue gradient.

A Smarter Way to Meet Increased Non-Emergency Call Demand

THE CHALLENGE

Public safety agencies face an unprecedented surge in calls for non-emergency assistance, coupled with elevated service expectations. Due to reduced staffing across all departments, many governments have shifted their off-hour call loads to Public Safety Answering Points (PSAPs) since they are staffed 24/7. The number of lower priority calls on these phone lines can overwhelm call takers and dispatchers.

Community members often face long hold times for routine requests that can often be completed via access to resources and self-service options. How can your understaffed operations adapt to meet the needs of both the community and your call center agents?

Adapting modern
technology to fit
today's emergency
call handling needs

At the Intersection of High Demand for Non-Emergency Service and a Staffing Crisis

Due to the high number of non-emergency calls coming into 9-1-1, the U.S. Federal Communications Commission (FCC) reserved 3-1-1 as a voluntary, non-toll, non-emergency number. While not every community uses 3-1-1, they often have a 10-digit agency number(s). These phone lines continue to receive a high volume of use.

At the same time, the public sector is struggling to retain and hire enough personnel, including call center agents. The industry statistics below paint a bleak picture for communication centers. How can agency leadership better manage these non-emergency calls and address staffing challenges?

LABOR SHORTAGE STATISTICS

A STAGGERING
82% of centers
reported being understaffed and struggling with hiring and retention

74% of respondents
revealed that their 9-1-1 centers are plagued by staff burnout, with many others exhibiting mental health warning signs



Increasing call volumes and severe staffing shortages strain 9-1-1 services in
over half
of U.S. states, according to an IAED/NASNA Study

25% average vacancy rate
in 9-1-1 centers across America



VIRTUAL AGENTS

99% of study respondents
report reduction in cost per contact as a result of using virtual agent technology (VAT)

94% of VAT Leaders
have already achieved or exceeded their business case



Modern Tools for Modern Workforce Challenges

When you contact a company's service line, the call taker often uses a standard workflow. They ask specific questions in a priority sequence. The information you provide helps determine how best to handle your request.

It is no different for non-emergency service lines. The communications agent follows standard call triage protocols to assess the situation. The 3-1-1 and other 10-digit service numbers connect the public to information about community services, report non-urgent problems, or make complaints. For example, a community member wants a pothole filled or report injured wildlife.

The high volume of calls on these lines can increase the stress on communication professionals especially when a center isn't fully staffed. Call agents must answer and assess the situation of each one. A high-stress environment involving complex processes across multiple systems presents challenges for efficiency and retaining experienced personnel.

What if technology could assist with the non-emergency requests regardless of what phone number the public calls? Using an interactive smart response system for automated call resolution can help reduce some of the stress on call center agents.

Enter A Smart Call-Handling Assistant

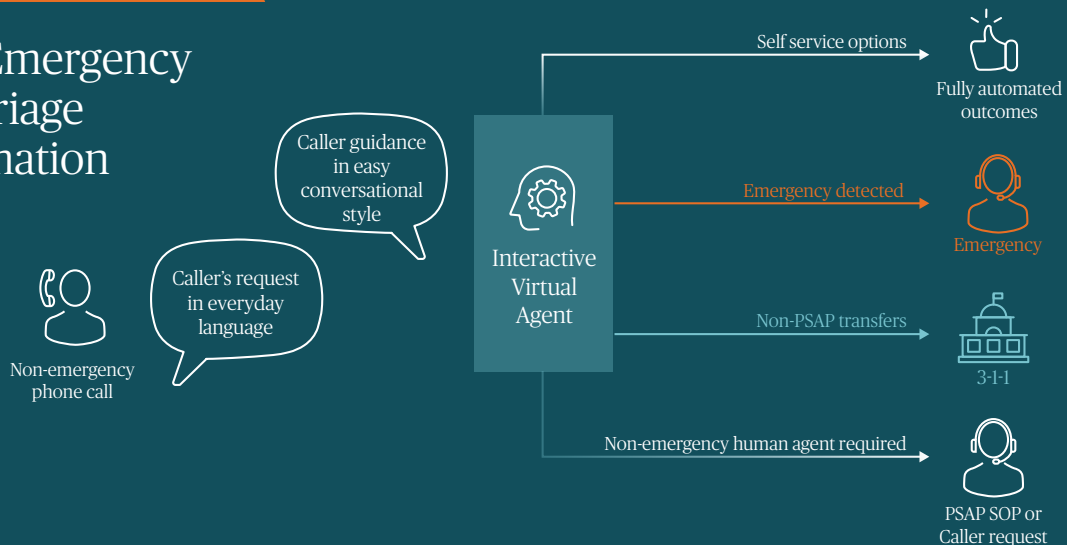
There is a way your agency can provide instant service with high-quality results that leaves community members feeling served and heard on their first contact with you. By deploying an automated call taker that is a sophisticated, responsive chatbot, you can focus on high-priority areas while delivering the service people need.

This interactive virtual agent can efficiently triage non-emergency calls. Additionally, Emergency call takers can transfer calls to the virtual agent when they determine that the request for service is administrative or routine in nature.

Your PSAP can provide immediate service with high-quality results, leaving community members feeling heard and served. Your staff can focus on situations where callers in fact need their help per established protocols.

HOW IT WORKS

Non-Emergency Call Triage Automation



How Smart Call-Handling Helps Your ECC/PSAP

Low call center capacity

Long response times for lower priority services



Agents can focus on handling higher-priority calls

High call volume

40%+ of calls to emergency lines are administrative



Transferring to a virtual non-emergency agent using smart automation can reduce hold times and improve resolution

Increasing staff burnout

Staffing shortages and high stress reduce retention rates and increase vacancy rates



Automation reduces admin call volumes for agents, improves efficiency

Immediate service expectations

Low satisfaction when service is not direct and/or immediate



Almost instant access to help or resources the public needs, including priority needs

Limited analytics for improvement

Difficulty capturing metrics about non-emergency calls (frequencies, types, etc.)



Ability to analyze call trends and more with non-emergency call handling dashboard

Reduce the Impact of High Admin Call Volumes on Your Community and Staff

Modern technology solutions help address the challenges associated with the high volume of non-emergency calls during a staffing crisis. These cloud-based applications provide an efficient and effective way to manage non-emergency demand by automatically determining the request and directing callers to the right resource and deliver better outcomes for community members.

We believe in people using technology to complement the work of public safety professionals and improve service. Versaterm's AI pre-dispatch triage system for non-emergency calls ensures that the public has access to the help they need, while allowing ECCs and PSAPs to focus on higher priority issues.



Discover how smart call-handling can enhance your operations and service. >

About Versaterm

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](#).