



Versaterm CommunityReport

Better Service,
Better Communities

 versaterm



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

A man with a beard and short hair, wearing a light blue button-down shirt, is looking down at a smartphone he is holding in his hands. The image is overlaid with a semi-transparent teal filter.

Versaterm CommunityReport

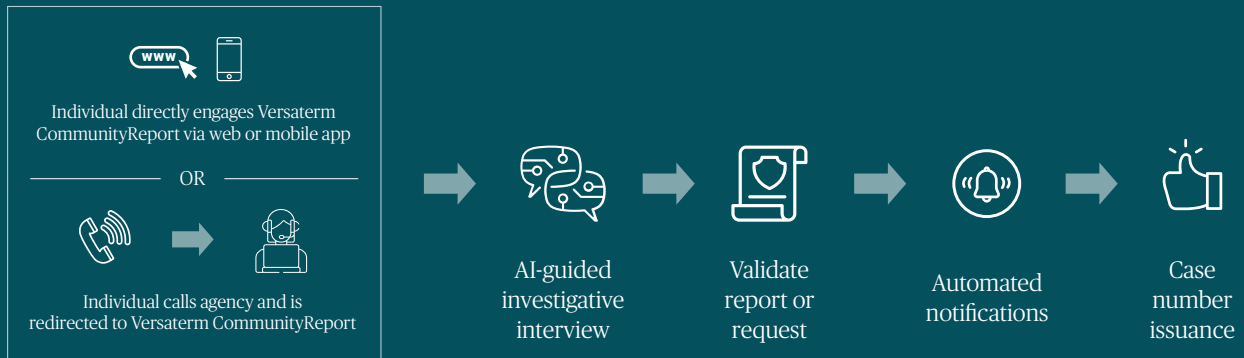
Increases your capacity to serve by simplifying non-emergency call reporting

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.

Versaterm CommunityReport integrates with Versaterm 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 Versaterm CommunityReport 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 web 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

Versaterm RMS



Pre-RMS Report Validation

During the initial review, validation for National Incident-Based Reporting System (NIBRS) and CCJS 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



Efficient Case Management

Supports supplemental reports on existing RMS case numbers



Accelerate Report Queuing & Intake

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

Third-party RMS



Comprehensive Information

Full incident report data, audit history, approver details, transcript and NIBRS based report collection included



Automatic Notifications

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



Efficient Case Management

Supports supplemental reports on existing RMS case numbers



Streamline Workflows

This API enables a RESTful transmission of reporting data to your RMS

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 Versaterm CommunityReport 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



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).