Versaterm CallTriage

Immediate Service, Increased Capacity

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Increasing Service Capacity & Morale

The number of non-emergency calls for service continues to increase for public safety agencies. At the same time, there is a crisis due to understaffed emergency call centers from low retention and high burnout rates.

Studies have shown using virtual call agent technology can help ease the strain and reduce the cost per contact.

Our conversational AI-enabled solution triages non-emergency calls to provide faster service to the public while reducing the burden on emergency call takers.
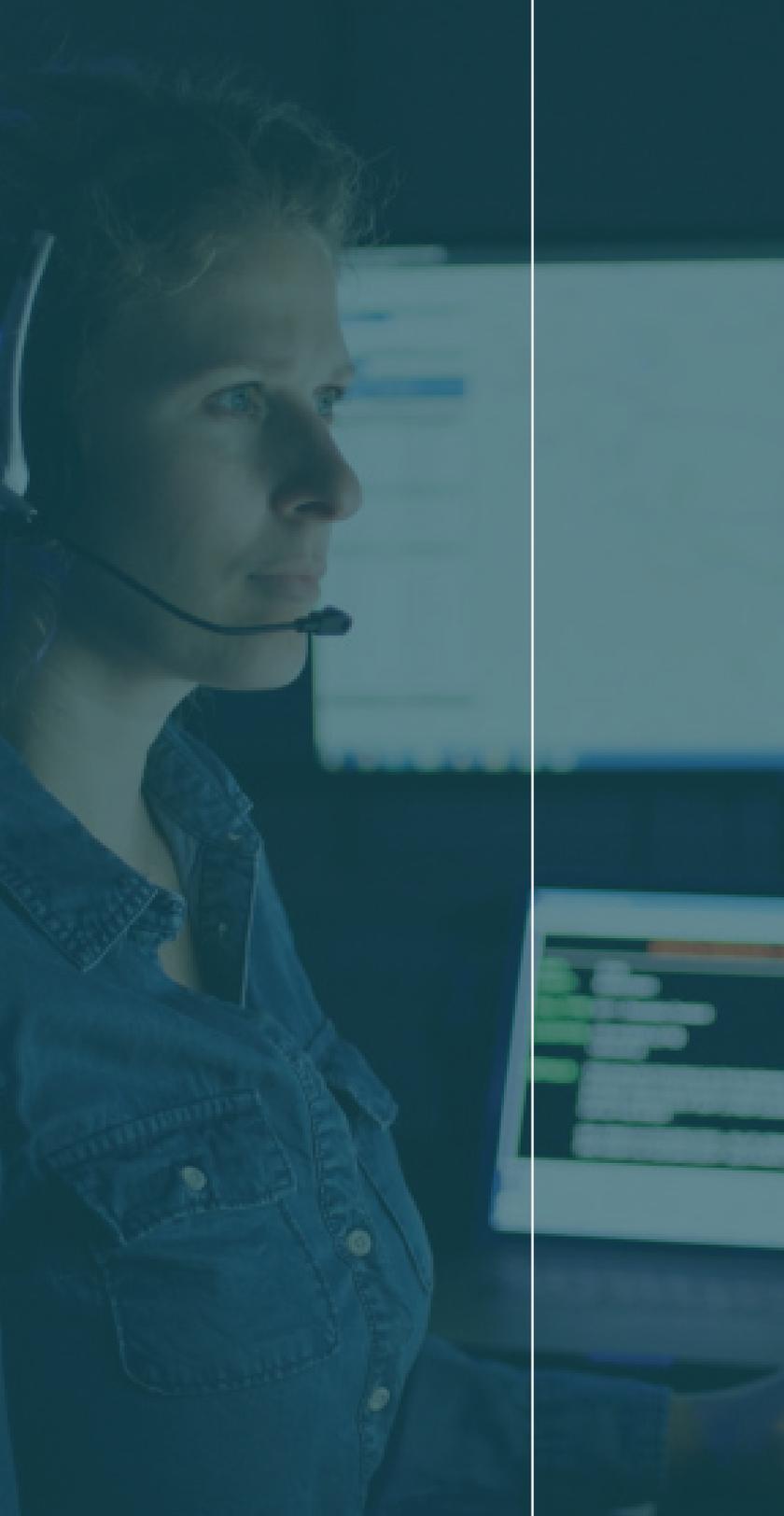
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Intelligent
Engagement

▼

Automated
Process

▼

Continuous
Improvement

Versaterm CallTriage

## Reduce the impact of high admin call volumes on your community and staff

We believe in people using technology to improve service. By offering a one-of-a-kind AI pre-dispatch triage system for non-emergency lines, Versaterm makes it possible for community members to quickly and easily get the help and service they need with minimal wait times.

Automatically transferring callers to these resources allows agencies to focus on higher priority services and incidents. The solution also can detect emergencies during a conversation and transfer to 9-1-1.

The Versaterm CallTriage solution is simple to implement and integrate with your current solutions because it is cloud-based.

How Versaterm CallTriage Fits Into Your Non-Emergency Workflow

A single-point of answer for all non-emergency phone calls on your current lines
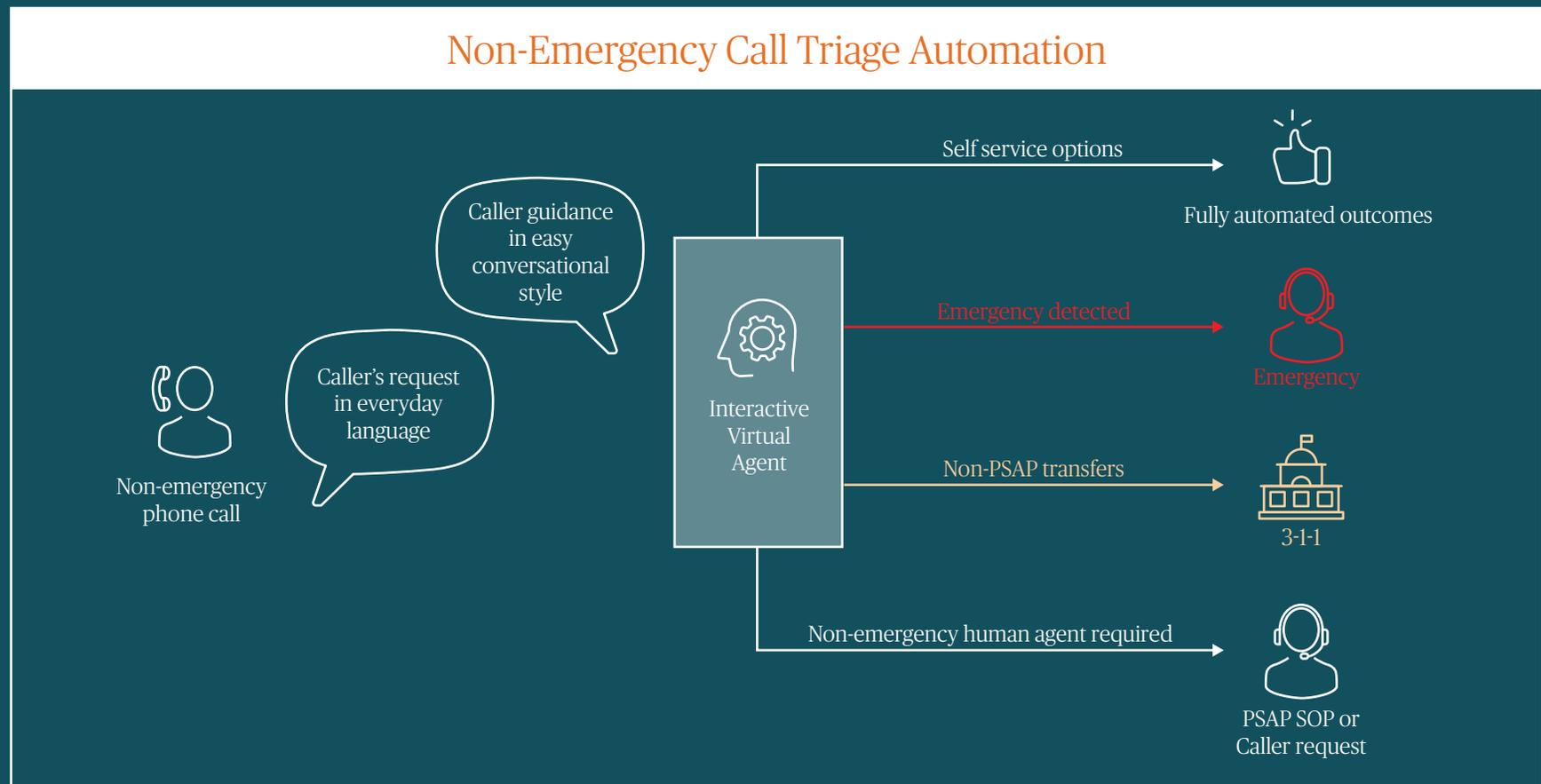
Intelligent Engagement

The conversational technology works as a virtual call agent to provide efficient service

Artificial Intelligence (AI)

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

Active Listening

Categorize and properly route calls to the needed resource based on response(s) without using staff's time

Immediate Service

Zero wait time to get a response for admin requests and enhances safety by listening for key emergency-related terms that require higher priority handling

Automated Process

Increase your capacity to serve by leveraging smarter self-serve options

Reduce the Impact of High Call Volumes

Automated responses for routine calls reduce hold times and free up call takers for higher priority requests

Standardize Call Handling

The virtual agent automatically follows the latest, approved call-processing protocols to standardize those operations

Improve Customer Experience

Configure for your ECC, PSAP including multilingual option for conversations in community members' preferred language

Continuous Improvement

Gain important insights into administrative calls that support continuous improvement

Call Analysis
Store admin calls by type and analyze trend frequencies

Reporting Dashboard
Access metrics for calls and web contacts in one central agency portal

Operational Support
Precise data helps support process improvement and staffing justification

How Versaterm CallTriage 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 non-emergency lines are administrative

> Guided call process with conversational AI reduces hold times, improves 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 reporting dashboard

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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.