

Police Contact Handling



Improving the quality of contact between the Public and the Police

Current Challenges in Police Call-Handling

The public has increasingly high expectations when calling the Police and these are reflected in increasingly stringent Government requirements for multi-channel service delivery and a “joined-up” public sector. The challenges to the Police include:

- Obtaining a single view of incidents and customers, through separate applications.
- Inappropriate 999 usage, tying-up critical resources and impacting response times.
- Prioritizing overstretched resources.
- Offering alternative contact channels appropriately.
- Monitoring tasks passed to third-party agencies.
- Auditing contact histories for accountability and decision support.
- Coordinating the hand-off of voice calls and data simultaneously.

Contact Handling Solutions from Unisys

These unresolved issues all point to changes in contact handling to meet these demands. Building on the CHS project for a large UK Police Force and the 3-1-1 project for City of Houston, Unisys has developed a Contact Handling Solution package specifically for UK Police Forces.

The overall solution will include a number of elements, dependant on each Force’s requirements and existing infrastructure and systems:

- Telephony systems (CTI, PBX, ACD, VOIP, Voice Recording, IVR, Wallboards).
- SMS system and interfaces to Email and Web.
- Document management system.
- Multi-media contact routing.
- Work force management.
- Consolidated contact interaction management.
- Data warehouse, business intelligence and data migration.

As Prime Contractor and Systems Integrator, Unisys tailors the elements of its Contact Handling Solution package to fit a Force’s individual needs and delivers the right solution through its dedicated professional services team, including project managers, technical architects, integrators, systems & software developers, trainers, testers and business change managers. Unisys has a process of Business Blueprinting, enabling it to build solutions with structured methodologies for consistency and repeatability, delivering best value to its clients.

The Way Forward – Portrait Emergency Services

In recognition of the needs of UK Police forces, Unisys has partnered with AIT to offer the leading contact handling solution. AIT is the pioneer of Customer Interaction Management with a 17-year heritage of delivering solutions to customer-facing enterprises all over the world, with its flagship product, Portrait.

Portrait Emergency Services offers effective public contact handling for both emergency and non-emergency situations and delivers enhanced public assurance, improved efficiency and lower operating costs.

Portrait is an open, flexible solution that gives agents fast, automated and direct access to the diverse sets of information required to effectively manage interactions with the public and the associated demands that they produce. Portrait Emergency Services provides a common desktop for managing emergency and non-emergency contacts at the call centre, via the internet or email and face to face at police stations.

Portrait provides a single desktop that intelligently helps your agents manage calls. During the conversation intelligent background processes are automatically interrogating historical data and other systems for related information. It interoperates with existing systems, and offers a single window into:

- The Command and Control system.
- The Gazetteer and GIS system.
- CTI.
- Standard Operating Procedures.
- Frequently Asked Questions.
- The Force Intranet.
- National Policing Systems.

A major differentiator for Portrait is that the product is process-centric. The heart of Portrait is a process engine that manages all aspects of functionality, including automated searches, workflow, scripts and decisions, allowing your call-takers to concentrate on the call, increasing the quality for the interaction and reducing the time to close each enquiry.

We recognise that each Police Force is unique, so Portrait is totally configurable, giving individual Police forces the flexibility to innovate in call handling. Portrait puts you in control over your business operations.

Portrait is secure, robust, resilient and proven – currently serving 11,000 users in one British institution. Even if critical system servers fail, Portrait gives continuity to the agents. Upgrades to the system are made “in flight”, with no downtime necessary.

Benefits

Reduction in call-handling times – Portrait allows Police Forces to automate processes so that non-emergency calls can be dealt with more quickly and consistently, freeing agents to spend time on the real emergencies.

Increase in public assurance – Police Forces will experience an improvement in public perception of the service as their queries and incidents are handled more effectively, and follow-up tasks are completed within expectations.

Improved officer safety – As information is being taken from the caller, background processes are automatically interrogating historical data in real time. This enables the agent to forward richer information to Command and Control staff and will provide officers with vital intelligence before they attend an incident.

Increased accountability – Portrait Emergency Services automatically creates an audit trail, recording what information was available to an officer at the time a decision was made, helping training needs to be more effectively identified.

Reduction in training costs – Portrait allows you to provide agents with better support to guide their interactions with members of the public. The usability of Portrait means that lengthy application training schedules are no longer necessary and that non-emergency users can intuitively take overflowed 999 calls in the event of a major emergency.

Portrait - a Configurable Solution

We recognise that each Police Force will have its own unique requirements and priorities. Portrait is non-prescriptive and highly flexible, allowing behaviours, processes, workflow and screens to be configured without

the need for coding. Portrait applications are delivered through true thin-client web-browser technology, allowing it to be deployed and managed easily across the whole organisation. Based on open standards such as XML, Portrait integrates easily to other applications using our .NET Host Integration Framework.

About Unisys

Unisys is a worldwide systems integrator specialising in information technology services and solutions. We offer an end-to-end portfolio of value-based solutions led by our competency in consulting and systems integration, outsourcing, network services and security, combined with leading enterprise-class server and related technologies.

We work with over 300 law enforcement agencies worldwide. In the UK, we have worked closely with police forces across the country for almost 20 years. We have a track record of delivering effective solutions based on understanding the challenges facing policing professionals today.



Catalist

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