



# BI Agency Assist<sup>®</sup>

Expanding Resources ■ Enhancing Efficiency

BI Agency Assist<sup>®</sup> support services and 24x7 support center can increase agency coverage and help reduce and manage the large amount of data officers receive. These administrative, technical, and data management services are configurable based on agency needs and our bilingual support center team can relieve officers of up to 50% of their clerical or data processing workload, allowing them to spend more time with clients.

## CONTACT DOCUMENTATION SERVICE

Contact Documentation is a paperless, convenient data entry service for officers to dictate and record case notes while in the field. Our highly trained support specialists transcribe officer's first-hand account in real-time, thus increasing an officer's ability to quickly and efficiently manage cases. Support specialists also record mandated supervision requirements such as substance abuse treatment, counseling sessions, and more.

## SCHEDULING SERVICE

The Scheduling service is a high-touch solution that reinforces compliance. BI support specialists take client calls to verify, schedule, or amend appointments as well as make outbound calls to verify schedule requests and obtain documents regarding a client's allowed movement. Officers approve or deny individual requests by phone or through BI TotalAccess. Officers can also supply pre-approved client movement information, allowing specialists to approve certain client requests on the officer's behalf.

## ENHANCED MONITORING SERVICE

Live support specialists provide Enhanced Monitoring services by conducting initial outbound calls on EM alerts to resolve alerts prior to dispatching information to the officer. Initial calls are made to troubleshoot equipment issues or to locate a missing monitored individual. If unsuccessful, the alert is escalated to the supervising officer for additional action. BI Agency Assist support specialists handle more than 550,000 EM violation alerts a month.

## CLIENT DOCS SERVICE

Reduce time spent on paperwork and streamline the record-keeping process. With Client Docs, officers and support specialists can upload important documents and photos, such as pay stubs, court documents, work/school schedules, pictures, and records directly to a client's case file in TotalAccess. All docs are stored in TotalAccess to safeguard data and to allow officers to manage files in a single location.

## AUTOMATED SELF-REPORTING SERVICE

Our Automated Self-Reporting service helps agencies save time by streamlining check-ins through an automated system. By utilizing Interactive Voice Response (IVR) technology, clients call the system as required to check-in. The system verifies each caller through a series of questions. If there are changes or exceptions to the expected responses, the caller is promptly routed to a live support specialist to provide updated information.

## KEY FEATURES

- Five configurable services
- 24x7 live support specialists
- Real-time updates available in BI TotalAccess<sup>®</sup>
- Centralized data for seamless case management
- Client management services include profile, fingerprint and name matches, hold and page, supervision level assessments

## FIVE TIME-SAVING SERVICES

### Contact Documentation Service

- Transcribe case notes in real-time
- Document all client contact
- Update and verify client contact information
- Track mandated supervision requirements

### Scheduling Service

- Schedule, track, and verify client appointments
- Process schedule change requests
- Record valid supporting documentation

### Enhanced Monitoring Service

- Handle alerts and escalation to reduce alert flow
- Real-time officer notification
- Troubleshoot equipment

### Client Docs Service

- Upload and manage files in a single location
- Reduce time spent on paperwork
- Streamline record-keeping process

### Automated Self-Reporting Service

- IVR technology to automate client check-ins
- Real-time officer notification
- Officer and client messaging capability



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