



BI Agency Assist[®]

BI Agency Assist[®] services and 24/7 support center increase agency coverage and help reduce and manage the large amount of data officers receive. These administrative and data management services are configurable based on agency needs and can relieve officers of up to 50% of their clerical or data processing workload, enabling them to spend more time with clients.

CONTACT DOCUMENTATION SERVICE

Contact Documentation is a paperless 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 use 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 requests by phone or through BI TotalAccess[®]. Officers can also supply pre-approved client movement information, enabling specialists to approve certain client requests on the officer's behalf.

ENHANCED MONITORING SERVICES

Live support specialists provide Enhanced Monitoring Services by conducting initial outbound calls to resolve alerts, troubleshoot equipment issues, or locate a missing monitored individual prior to dispatching information to the officer. If unsuccessful, the alert is escalated to the supervising officer for additional action.

CLIENT DOCS SERVICE

With Client Docs, officers and support specialists can upload items such as pay stubs, court documents, work/school schedules, pictures, and records directly to a client's case file in TotalAccess. Documents are stored in TotalAccess, enabling officers to manage files in a single location.

AUTOMATED SERVICES

Our Automated Services help agencies save time by streamlining client check-ins, contact updates, and reminders through Interactive Voice Response (IVR) technology. Clients call the system as required to check-in, and 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
- 24/7 live support specialists
- Real-time updates available in BI TotalAccess
- 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 SERVICES

- 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 SERVICES

- Simplify check-ins
- Call in a leave or return
- Make contact updates
- Send reminders