Case Study

Managing Volusia County Booking's Call Traffic

Customer Goal:

Reduce the amount of time correctional staff spend answering routine phone inquiries while increasing operational effectiveness and efficiencies.

The Challenge:

The Volusia County Division of Corrections ("VCDC"), with a daily population of 1,400 inmates, sought a solution to reduce the amount of time correctional staff spent handling the high volume of routine phone calls requesting inmate information. VCDC required an interactive voice response ("IVR") to handle the call volume while allowing correctional personnel to focus on inmate processing and supervision. The system would need to integrate with the Jail Management System's database and provide 24x7x365 access to inmate information including criminal charges, bond amounts and types, total bond amount, account balance, next scheduled court appearance, projected release date, current housing location, and other general information.

The Solution:

DiRAD developed a caller-friendly Interactive Voice Response (IVR) system that provides current information about the status of any one of the inmates. Family, friends, legal teams and bondsmen can search by name, date of birth or booking number, to access the following information in real time:

- **Charges**

- **Bond and fine amounts**

- **Court date**

- **Projected release date**

- **Current housing facility**

- **Date, time and location of next court appearance**

"The public now has immediate access to specific booking and inmate information they need without having to wait or to be put on hold to speak to someone in booking."

Sgt. Chuck Josephson

Volusia County Detention

Volusia County
FLORIDA

The Results:

✓ With the IVR working 'behind the scenes' to handle phone calls, staff has been able to refocus attention on their core function – processing inmates. Staff work load has been reduced to a more manageable level.

✓ Staff morale has improved and stress levels have been lowered.

✓ Improved customer service – the public now has access to the specific booking and inmate information they need, 24 hours a day.

Solution Features:

- Web-based dashboard with call detail reporting and administration

- Fully hosted by DiRAD technologies

- Firm fixed, yearly pricing

GSA Contract Holder

Available on GSA
Schedule #70