

Strategic, integrated and collaborative – technology for the next generation of Public Safety Contact Centres



When demand is effectively managed, a Contact Centre/Control Room can deliver an improved quality of service for all contacts, and it will not need to scale to deal with the quantity of service requests.

Modern-day Public Safety Contact Centre and Control Room operations are evolving.

New digital technology, new data sources, social media, new communication networks, cost-saving and efficiency pressures and accountability all add up to significant change. The emergency services are increasingly becoming the default first point of contact and the management of demand is the key to maintaining operational capacity during this time of change.

Forward-looking agencies are now looking at more than just a Command and Control platform with radio communications. Capita's **ControlWorks**® provides the next-generation technology to support a strategic, integrated, omni-channel and collaborative platform. It supports all aspects of public contact, whether emergency or non-emergency, voice or non-voice, incident assessment, resource management, response and deployment and data analysis for prediction or forecasting of demand.

Intelligent solutions for effective demand management

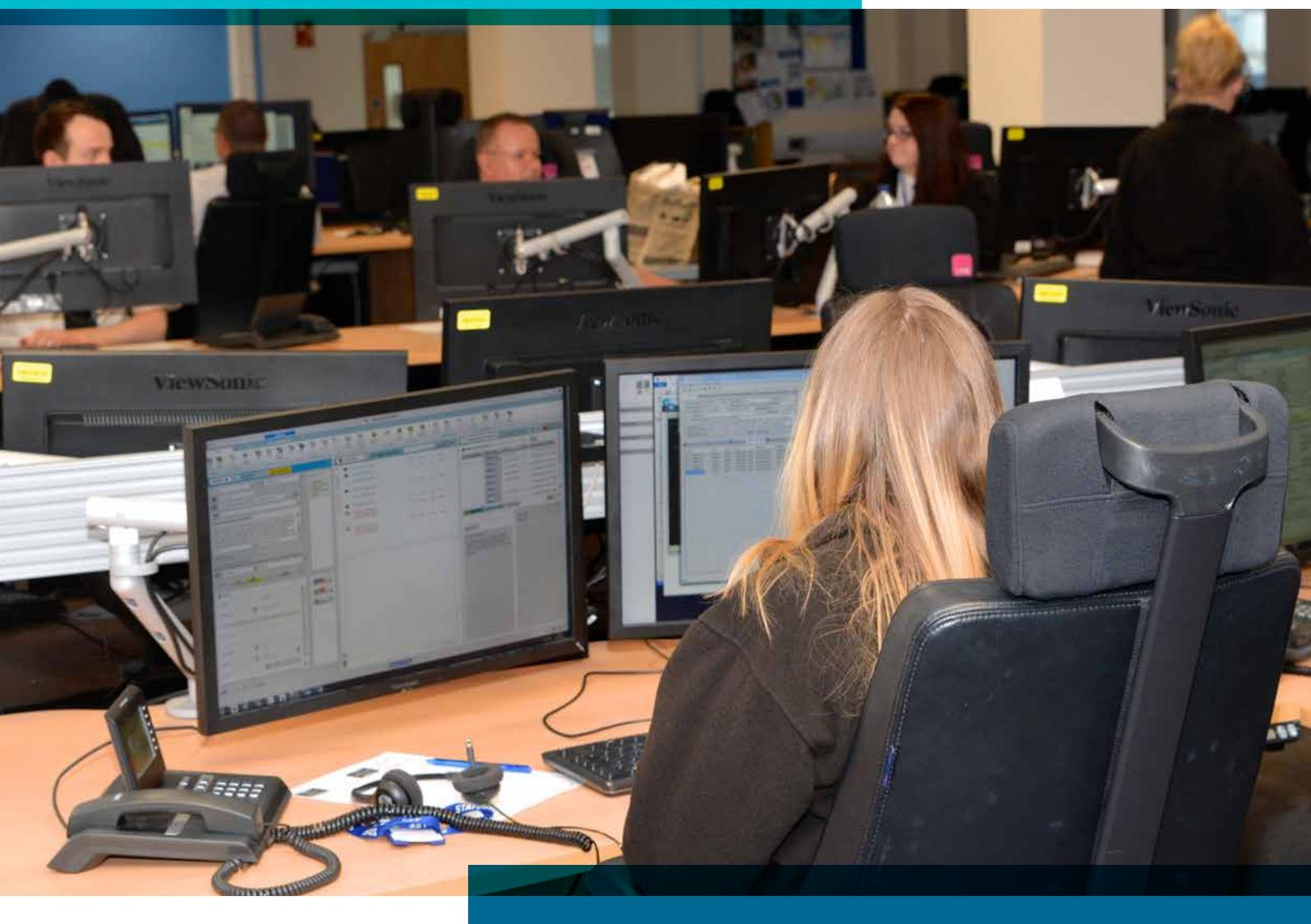
Managing the demand for services effectively is the key to ensuring operational capacity in these times of change. Effective demand management needs more than just convergence of allied technologies and interfaces between existing systems. It requires a much richer and deeper level of integration coupled with intelligent solutions both within the service and public-facing. When managed at this level a service will be able:

- To effectively manage all outcomes
- To quickly and accurately identify repeat contact
- To accurately assess threat, harm and risk
- To better utilise resources – right people, right information, right place, right time

- To maximise officer and public safety
- To use local knowledge to get to know repeat victims and offenders
- To work effectively with partners and the public

Harnessing new digital technology to allow the public to access services without necessarily making a voice call is an imperative. Self-service smartphone apps, portals and the use of the latest ChatBot technologies can help the public access many services directly.

This technology can capture a level of data that can be used to analyse the requirements and, where appropriate, forward the request to other partners or on to an operator for further action. It can also provide a level of real-time situational awareness to help inform a proportionate response.



Supporting effective operations

Self-service shouldn't be limited to public demand. A level of demand in current control rooms comes from the service's own personnel. Projecting the use of **ControlWorks®** from the fixed location of a control room out to mobile devices allows officers and staff access to the deep data integration so that they can undertake their own tasks without relying on support from desk staff for data searches, data input and reporting.

The flexibility of deployment options for **ControlWorks®** not only helps officers on the street but also helps services rationalise their estate, transform their operating model, by not being confined to larger contact centres and control rooms, and to reduce their IT footprint through the use of 'virtual control rooms' or cloud-based platforms.

Integrated communications to drive collaboration

An omni-channel approach to integrated communications allows **ControlWorks®** to be the 'Contact Hub' to support all operations. This hub allows collaboration with partners across multiple communication technologies – Telephony, TETRA, LTE – helping to drive community-based service provision and maintaining these links with personnel, partners and the public through the lifecycle of an incident or service request.

Delivering better outcomes

Whilst the emergency services are becoming the default first point of contact, a community-based approach, effective collaboration and using innovative technology from a single platform,

as opposed to an integration of multiple systems, will result in better outcomes:

- More responsive and personalised customer service supporting resolution at first point of contact and avoiding repeat contact
- An evidence based view of demand will prove value for money and help to transform services intelligently
- Developing capabilities that move away from a single organisation mentality towards a community based service provision
- Support for a place based approach with multi agency teams to tackle community issues requiring early intervention



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