

Automated Inmate Inquiry

We Take the Calls, You Save the Cost

Mutare's [Inmate Inquiry solution](#) helps busy detention center administrators make the most of their staff resources, providing customized, automated phone response for routine phone queries such as bond amounts, inmate status and procedures. Inmate Inquiry gives detainee family members, friends and legal representatives the information they need, when they need it, while freeing up officers and staff to attend to higher priority tasks.

About Automated Inmate Inquiry

Inmate Inquiry is a voice response application that integrates with your detention center inmate database. With Inmate Inquiry, callers are able to automatically access bond and detainee status information by following a simple menu of touch-tone phone prompts. Access to the system is gained by keying in an inmate's social security number, booking number, date of birth or last name. Inmate Inquiry also has an optional Web component for access via the Internet.

Inmate Inquiry Benefits

- Pays for itself in less than a year through improved productivity and better use of staff resources.
- Frees up detention center staff so they can better concentrate on their jobs.
- Minimizes stress related to inmate phone call inquiries.
- Improves service to the community by providing concerned family members, friends and legal representatives quick and easy access to updated detainee information, 24/7.



I just wanted to say thanks again for all of your help... I had an opportunity to visit with the City of Grand Junction's IT Director, and he was very impressed with how willing you were to work at helping solve the integration problem as compared to other software vendors. ... I'm impressed that you continue to be so helpful four years later. Your product and service have exceeded our expectations."

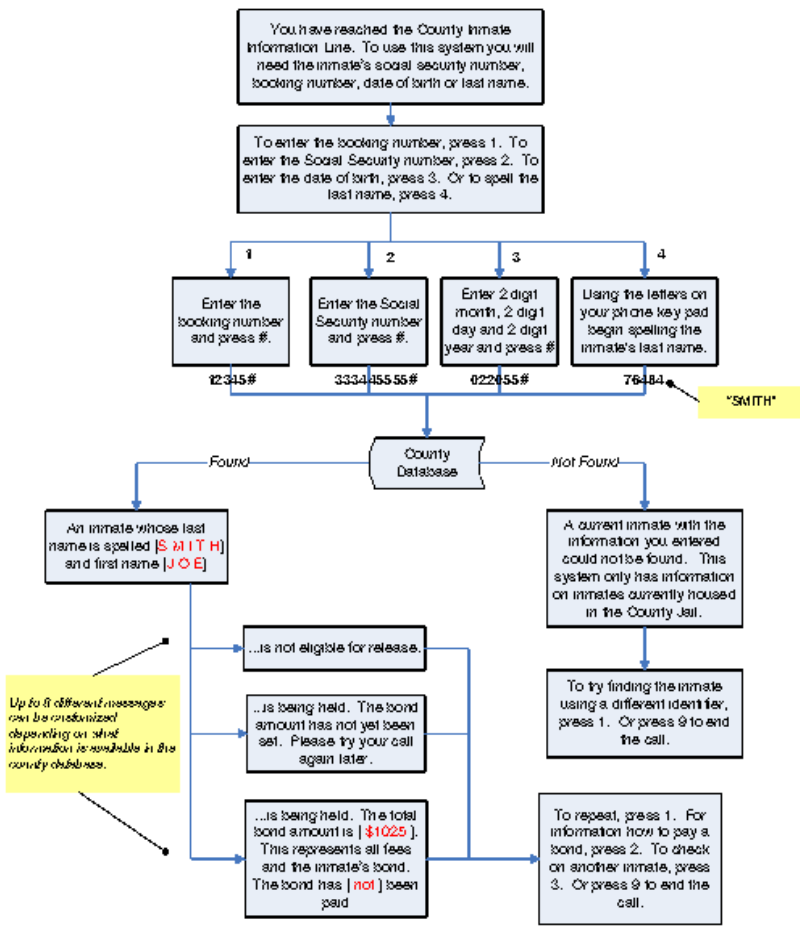
Captain Donald S. Hendricks
Mesa County Sheriff's Office

Return on Investment Estimate

(based on average case)

Number of Intakes annually	9,000
Average number of query phone calls per inmate (family, friends, attorneys)	3.6
Average time spent per call	3.2 minutes
Total # of hours per year spent on query calls (9,000 x 3.6 x 3.2 / 60 min.)	1,728
# of hours annually, on average, that an operator is engaged in answering phone calls, excluding vacation, sick days, breaks	1,715 (245 days x 7 hours/day)
Bottom Line:	
Inmate Inquiry saves the equivalent of one full - time salary each year, allowing that person to be used more effectively in another part of your operation. At a cost of approximately \$39,400, the application pays for itself in under 10 months.	Full time position: \$48,000 4-port Inmate app with website: \$39,400

Sample Inmate Inquiry Call Flow



Up to 6 different messages can be customized depending on what information is available in the county database.

The application is customized to each county's database. The most common method is for the county's IT department to create a test file each night containing:

- Booking Number
- Last Name
- First Name
- Date of Birth
- SSN
- Eligibility Status
- Net Bond Amount

Alternatively, the IT department may provide client data base by providing an ADO connection string and Stored Procedures.

Live assistance can be offered if desired. Some counties will prompt during the call, but this is all the information the user offers to discourage live assistance.

Administration

Mutare will create a custom integration of your facility's database with the Inmate Inquiry phone response system. Once integration is complete and ports set up for incoming calls, Inmate Inquiry is virtually maintenance-free.

Requirements

- Requires a Mutare Communication Server (MCS) with telephony cards that interface with your phone system.
- Requires remote access to your MCS for installation and support.

About Mutare

Mutare is an independent software developer driven by a passion to make information access easier. Mutare delivers strategic solutions for unified communications, contact center administration and self-service automation. The key to Mutare's success is delivering a common user experience across communication platforms and end user devices without dependence on software clients. Mutare hybrid UC solutions leverage existing IT infrastructure and bridge to the future. For more information visit us on the web at www.mutare.com.



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