

Automated Inmate Inquiry System

We Take the Calls, You Save the Cost

Mutare Software'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.



We're actually able to concentrate on our work without the constant interruption of phone calls — it's fantastic!"

Lt. Bill Gutzwiller
Administrator
Saginaw County Jail

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

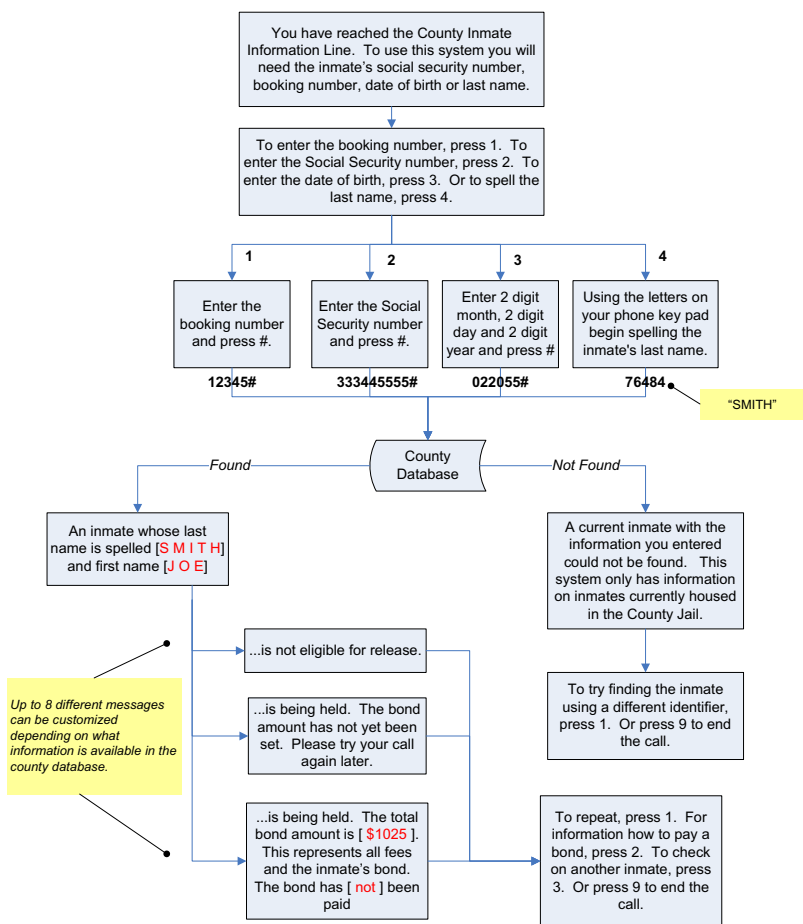
- Pays for itself in less than a year through improved productivity and better use of staff resources.
- Frees up detention center staff so they can better concentrate on their jobs.
- Minimizes stress related to inmate phone call inquiries.
- Improves service to the community by providing concerned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

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



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

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

Alternately, the IT department may provide direct data access by providing an ADO connection string and Stored Procedure.

Live assistance can be offered if desired. Some counties add a prompt telling the caller that this is all the information they can offer to discourage live assistance.

Administration

Mutare Software 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 Software

Mutare Software is an enterprise connectivity company, offering high-value software solutions that leverage the existing enterprise communications infrastructure. Among the hallmarks of a Mutare solution is the sophistication of its design paired with ease of deployment and use. Mutare has installed more than two thousand applications worldwide for customers ranging from Fortune 50 corporations to small private firms, government agencies, universities and healthcare organizations. Our reputation for personalized service and immediacy of response is unsurpassed. Visit www.mutare.com.



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