

NEC



Cortex OmniChannel

Go beyond taking calls with
our contact management solution

necswws.com



Cortex OmniChannel

As demand continues to increase within critical control rooms, so does the need to manage and respond to the public quickly and across a number different contact methods. Operators need tools that enable ultimate efficiency.

Cortex Omnichannel, our contact record management solution (CRM), is designed to help your call operators identify and protect vulnerable people.

Your call operators become the new front line, helping to conserve resources, resolve incidents quickly and make informed decisions efficiently and in a timely manner. With Cortex Omnichannel your call operators are able to capture important information and data about non-emergency incidents, often arming them with the knowledge and insight to resolve at the first point of contact.

With UK 999 and 101 emergency phone numbers jointly receiving 181,242 mental health calls in 2018, up 44% in just two years - figures that are expected to keep on rising - a CRM solution has never been more needed.



“Cortex Omnichannel has proven useful in a number of cases across the force, from a member of the public ‘trying their luck’ at retrieving a vehicle from a smaller station when they had already been declined for incorrect paperwork at the headquarters, to supporting a mental health sufferer in getting the right care when they repeatedly called 999 for non-emergency assistance”.

Yorkshire Police Force currently using Cortex® omnichannel

Putting people at the heart of your response

Following the implementation of Cortex Omnichannel at a leading Yorkshire Police force, over 45,000 new contacts with members of the public have been recorded, meaning the force now has historical contact details should any of those people contact them again. The main objective of the project, which was to improve service delivery, is enabled through this growing database that allows operators to provide an informed initial response to callers.

The software has proven to be invaluable in the early identification of vulnerable people and enabled the force to provide an intelligent and timely response to their needs.

As well as new contacts, Cortex Omnichannel records existing contacts that may have been updated, allowing staff to recognise and maintain a repeat caller’s matrix to support the early identification of vulnerability and enable a consistent and faster response.

During these times of austerity, we are enabling the force to provide a “people first” response. Through early resolution at first point of contact, this has reduced demand on other areas of the organisation.

For more information visit: necsws.com/controlroom

Facts about Cortex Omnichannel



45,000 new contacts



Early resolution at first point of contact



Reduce demand on other areas



Over 6 million emergency calls are handled using our technology every year

Telephony integration

Cortex Omnichannel telephony integration automatically checks the caller ID for a contact history and retrieves caller information.

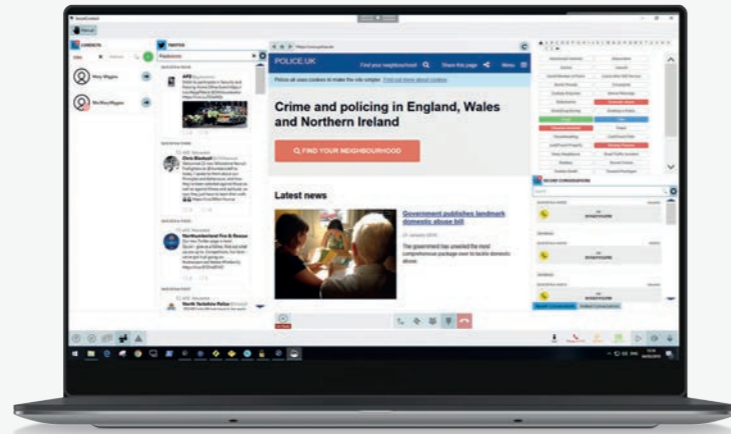

181,242
mental health calls
in 2018

Operators are also alerted when the public meet certain criteria, including:

- Vulnerable persons
- Anti-social behaviour victims
- Repeat callers
- Nuisance/hoax callers
- Mental health sufferers
- Registered helpers
- Crime record management entries.

When a caller is not recognised, operators are able to create a new contact - making Cortex Omnichannel a localised, user-generated database that naturally grows and captures vital information.

Cortex Omnichannel can also be used on front desks, by performing manual searches on members of the public that have presented themselves at reception.



The joined-up approach

By using Cortex Omnichannel within the control room and on the front desk, it gives the whole organisation a holistic view of what's happening.

If a member of the public visits a station and makes calls to 999 in regards to the same incident, it will be instantly visible that this person has already made contact and all the relevant notes to the incident will be available to the duty staff.



Changing behaviour

As the demographic of the population changes and people become more tech savvy, Cortex Omnichannel will steer some of that demand away from the phones and on to the website. The public can obtain useful information, report low level crimes easily, track the outcome and talk to an operator via web chat, allowing a call handler to have multiple conversations and contacts at a time, unlike the traditional single call they could previously take.



Integration that gives you the complete solution

Cortex Omnichannel integrates with your existing CAD, databases and ICCS, which saves double-keying time and ensures that accuracy is high.

With a number of handy features that work well and compliment your existing software such as internal phone books, instant playback, internal chat, web browser access and built-in outbound communications like email and SMS, Cortex Omnichannel strengthens your control room communication platform.



Caring and protecting the community you serve

In order to care and protect everyone in the community, call operators can use Cortex Omnichannel to better assess whether they're dealing with a hoax, a mental health case or a genuine emergency.

If a mental health sufferer is identified and is a repeat caller, the operator can see this instantly and retrieve their contact history and, once captured, a relative or carers details also.

By having instant access to this type of information, the operator can alert the correct persons or update third party services and be confident that emergency vehicles do not need to be dispatched or assigned to the case unnecessarily, as the caller is being cared for by different, more appropriate support services.



Inclusive for your whole team

Our software can be adapted in order for it to be used by the whole team - with interfaces for visually impaired team members, along with solutions for the hard of hearing.



Detailed performance reports

Cortex Omnichannel feeds information into management reporting systems to give detailed performance reports.

Plus, any voice traffic or required screen grabs can be stored for auditing, training and complaint resolution.

Giving your team peace of mind that should they need to provide evidence, stats or insight, it's readily available.



Understand your public better

Gaining forward insight on the person at the other end of the phone reduces the time and workload required for the call operator. Accessing historical data within seconds and confirming details instead of searching for them speeds up the response time.

Along with reduced response times, Cortex Omnichannel enables the call operator to assign the correct resource to the call - saving time, resource and ultimately lives by having the right resource on scene at the highest-priority incident.

It also provides a deeper source of information using the POLE method, by presenting historic details about more than just the person, covering object, location and environment. Plus, with the ability to assign tasks to wider departments, it gives a full end-to-end solution, beyond the control room.

The benefits

- Reduce workload and time by simply confirming details instead of searching
- Historical data from multiple sources at your fingertips
- Integrated directly into your CAD, CRM & ICCS
- Reduces wasted dispatching and cost
- Enables better and informed decision-making
- Offers a single point of contact, which helps with THOR/THRIVE insight
- Allows quick resolution by alerting a carer or family member
- Aids national decision-making
- Unified view of all interactions.

So now you've found out a little more about NEC, we'd love to hear from you...



Book a demo with us



Visit our website: necsws.com



Call us on: +44 (0)1482 808300



Email us at: info@necsws.com



Connect with us on social media



Your call operators help handle

82 million calls a year

But do you know how many of these are repeat callers?

We look forward to meeting you and seeing how we can help you and your control room

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