



AIS™ Provides Instant Relief & Around the Clock Access to Winnebago County Correctional Center

SITUATION

Getting through to the Winnebago County Correctional Center in Wisconsin was easier said than done. A single receptionist was tasked with handling all walk-up lobby traffic, as well as answering the flood of incoming phone calls to the 325 bed facility. "The phone was always ringing and there were huge waits in the lobby. People were often frustrated and took it out on the receptionist," recalled Capt. Mark Habeck. "It was simply too much for one person to handle."

Due to budget cuts, incoming calls could only be routed when the lobby window was open during the day. Anyone calling during off hours was out of luck and couldn't get any questions answered. Not only was this frustrating to citizens seeking information about an incarcerated loved one, but it also led to a back up of calls that made "peak hours" an all day affair.

SOLUTION

"It was very, very difficult for callers to get through," said Habeck. "We really had no idea what our call volume was because it was impossible to answer each call."

Facility management was frustrated by the situation, but without the budget to add more staff, they felt that their hands were tied. Then the facility learned about Automated Information Services (AIS™), a voice automation solution specifically designed for correctional facilities. With AIS™, all calls are routed to a centralized voice response system. Callers simply speak the name of an inmate and the system provides case information and answers to commonly asked questions, including, charges, bond amounts, visitation times, court dates, release dates, location and directions to the facility,

and more. There is even a Spanish speaking option and best of all, the system runs 24/7, so those previously unanswered off-hours calls are handled.

2011 Statistics	
Total Calls Handled per Day	127
Total Calls Automated per Day	101
Automation Rate	79.23%

BENEFITS

Although Habeck had concerns about the implementation and integration of a new system, he found it to be very simple. "Telerus took care of everything," Habeck remarked. "Implementation had been my greatest concern with this process, but it went really smoothly."

"AIS™ immediately changed the atmosphere of our facility and certainly made for a better working environment," Habeck noted. "The process was smooth, implementation was simple and the results have been absolutely fantastic."

