



Missouri City, TX

"We have been big proponents of HTE's system from the moment we started using it, so we were eager to work with their partner company's IVR product. We wanted to make sure that it had all the features and functionality that our Court needed, and I can't tell you how good it was to get everything that we asked for during the first phase of the project. We used to have three people constantly on the phone helping defendants, and now it's down to one. We have more time for other tasks, and our defendants can get the information they need by pushing a few buttons, so it's just a win-win for everybody."

-Cathy Haney, Court Administrator

When Missouri City, Texas announced planned growth resulting in a doubling of the City's size, the IT Department at the Missouri City Municipal Court began making plans of its own to prepare for dramatic growth in its case load. Right now, they handle about 1,000 citations a month, and that's also expected to double when an annexation takes place.

Because Missouri City uses SunGard HTE® as their enterprise-wide technology foundation, the IT Director contacted Selectron Technologies, an authorized provider of interactive solutions for SunGard HTE, to explore cost-effective options that could help court staff handle the expected increase. As a result of those initial conversations, the City signed on to implement Selectron's *VoiceCourt™* Interactive Voice Response (IVR) product.

VoiceCourt is an IVR system designed to support justice agencies and courts (including Family, Juvenile, Probation, Traffic, Jury Services and others). *VoiceCourt* provides an efficient, user-friendly method for handling questions regarding court cases, citations, jury

status and other related issues. Callers can receive information in real-time, 24/7, without staff involvement. By providing first-level customer service, *VoiceCourt* reduces the number of telephone calls that are fielded by staff, and greatly increases the level of service offered to the community.

Because of Selectron's relationship and experience working with both SunGard HTE and government agencies, their *VoiceCourt* interactive solution could be easily tailored to reflect Missouri City's unique business rules and procedures, and already had an approved interface to their system. The *VoiceCourt* implementation took just about four months, and Court Staff and the community have high praise for the smooth installation.

Getting the word out to the public about the new service was pretty easy, too. The phone number listed on all the paperwork the court sends out — starting with the citation — is the main IVR number. That way, defendants can try out the automated system first, before pressing

Business Challenge

Free up existing Staff to manage a growing case load-without hiring additional Staff-by automating responses to "routine question" calls from English & Spanish speaking citizens about their citations, fines and court appearance dates. The solution would need to interface with their existing SunGard HTE system.

Solution

VoiceCourt™ IVR system with the Spanish language optional module.

Current Situation

Three clerks were needed to answer calls before the *VoiceCourt* implementation; now, only one clerk is needed to field the non-routine questions that require further assistance, such as procedural issues or credit card payments.

Future Plans

Phase II of the project will add the *Credit Card Payment* module, which will enable defendants to make secure credit card payments through *VoiceCourt* without the need for Staff intervention.

Phase III calls for implementing the *Outbound Notify* module, which would proactively call defendants to advise them of due dates for fine payments, changes in court appearance dates, and other notices that Staff currently handles with mailed documents.

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~Cathy Haney, Court Administrator

About Us

Selectron Technologies, Inc. is the premier provider of single agency and enterprise-wide interactive **Voice, Web and Mobile solutions** for city and county governments throughout North America. Our solutions are based on our core interactive platform, which enables easy access to jurisdiction information through a variety of secure communication media and simultaneous host connections.

Leveraging the experience and expertise gained from **more than 300 implementations** and our commitment to customer satisfaction, Selectron offers a vast technical base, and an unprecedented understanding of local government business rules, processes and solutions that span the **local government** arena.

the key to speak to a staff member. They also remind defendants who walk into to the Court office with questions that they can call the IVR number at any time and save themselves a trip to the Court.

The results have been dramatic, according to Cathy. "Prior to implementing *VoiceCourt*, our phone system had three rollover lines, and when one phone rang the next call would go down the line, so we were constantly on the phone helping defendants. It's reduced the phone work for all of us tremendously, because three people used to answer the phone, and now we're pretty much down to one."

The Court is looking forward to the next phase of the process, which will add the ability to take credit card payments over the phone. Even though defendants can go online to make a credit card payment, at the present time most choose to come into

the Court office or speak directly to a staff member on the phone to pay with a credit card. Unfortunately, many of them choose to do so during their lunchtime — a time of day when the Court is usually short-staffed. And Phase III will add the *Outbound Notify* service, which will enable the Court to send automated phone messages to defendants to proactively advise them that their case will go to warrant if payment isn't made by a certain date, and give them an opportunity to press a key to make an immediate payment.

"We have had clerks from other Texas Courts observe our Court as part of their certification program, and they've been very interested in our IVR system," Cathy concluded. "There are lots of Courts that would really benefit from this kind of technology, so we always recommend *VoiceCourt* to other Municipal Courts whenever possible."

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