

CRU Callback

Overview

The Crime Recording Solution (CRU) Callback solution is part of **Airpoint's Mobile Policing Suite (MPS)** of applications which has been designed and developed by working closely with forces throughout the UK.

The CRU Callback application was developed in response to the specific need for faster processing of crime reporting, in addition to the more general requirement of freeing up officer time to allow more focus on community duties.

It is frequently the case that an officer cannot get through to the CRU based at the Command & Control centre. This may be due to a number of factors such as heavy network usage by other officers or no available agents to receive the call. In such scenarios an officer simply has to keep retrying until they eventually get through. Clearly this is unsatisfactory as the officer is effectively inactive until this step is completed.

Airpoint's CRU Callback solution frees up the officer to get on with other duties if they are initially unable to talk to the CRU. This is achieved by switching the obligation for completion of the task from the officer to the CRU Centre.

Features

- Email automatically sent to CRU upon unsuccessful conclusion of initial call
- Email specifies officer and phone number to return call
- Full Audit trail

Key Benefits

- Officer time freed up to complete other tasks as onus now on CRU Control Centre to complete task
- Audit trail facilitates data analysis

Airpoint specialises in developing tailored mobile solutions that deliver maximum efficiency for distributed workforces. For more information, please visit us at www.airpoint.net.