PATROL MODULE

GIVE AN IMMEDIATE RESPONSE

Free up emergency lines by keeping callers in the loop.

Your reporting parties are your customers too. Some of them may be calling you on their worst day, while others may be calling as a good samaritan. The Patrol Module automatically sends a templated text message to reporting parties once a CAD event is generated in your CAD, ensuring that your reporting party has the information they need.

REQUEST A DEMO
sales@spidrtech.com

Hello,

You contacted the Pawnee Police Department on June 18, 2018 at 09:59 PM regarding a graffiti issue. Your Reference Number is 1806184768. Please keep this for your records.

Thank you for calling us, we are able to provide excellent service because of people like you. Please call our non-emergency line at (555) 822-4660 to follow up if necessary. Please call 9-1-1 for all emergencies.

Please visit http://www.pawneepd.org/calls/graffiti to learn more about how we handle graffiti-related issues.

Pawnee Police Department

FEATURES

AUTOMATE MESSAGING
Send text messages to your reporting parties automatically, in real-time.

CHOOSE CALL TYPES
Decide which CAD calls generate a text message to your reporting party.

FULLY CONFIGURABLE
Configure templates to send only to specific CAD call types.

SIMPLE INTEGRATION
Keep your existing CAD, but modernize it through simple integrations.

HOW THIS HELPS

FOR CITIZENS

Whether you're a victim, witness, or passerby, calling 911 can be an extremely stressful endeavor. You spend your time on the call giving dispatch the information they need while gaining very little information for yourself. With this module, agencies automatically text you the information you may require for future reference, while educating you on matters specific to the reason you called.

FOR OFFICERS

When a reporting party call your dispatch, your call-takers typically only have time to get the information they need before they hang up the phone. This interaction, however, is a perfect opportunity for your agency to provide relevant information directly to the reporting party. By giving them basic information about their call, you reduce the likelihood that they are going to call back to ask for more information. You're improving the experience they have with you, and you're strengthening the foundation of your partnership with that caller..