

Inmate Line Data Queries	Document #: 202
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Inmate Line Data Queries Needed for Mutare Inmate Voice Response System

When a real-time connection via OLEDB or ODBC is possible, there are several queries required. Stored Procedures are preferred, but Mutare will also use inline SQL SELECT Queries as long as they are provided and confirmed by the data vendor. The customer/data vendor is responsible for ensuring connectivity and security is clear between the MCS and the data server. The connection string or ODBC setup is the responsibility of the customer.

- **Pass Booking Number** and get a single record set with fields of data about the inmate. For example, a status code so we know if the inmate's bond has been set, or has no bond, the arraignment date and the bond amount. Data should be of a summary nature. If more than summary information is to be spoken to the caller or displayed on the web, additional queries are desirable. For example, passing booking number and getting a list of charges is very useful. This could include the charge code, arresting agency, bond details and a long description of the charge.
- **Pass SSN** and get a single record set with booking number, last and first name. Mutare application will confirm the inmate with the caller and then call the first query.
- **Pass Date of Birth** and get a record set with fields booking number, inmate first and last name. The Mutare application will work with the caller to determine which record is desired and then call the first query to get the details.
- **Pass Last Name** and get a record set with fields booking number, inmate first and last name. The Mutare application will work with the caller to determine which record is desired and then call the first query to get the details. This is required only if the web option is purchase.
- **Pass no parameters** and get a record set of all currently housed inmates. Fields returned include first and last name, booking number and date of birth. This query runs once a day and is used to build a spell by name index.

Notes:

All information from the interface should only be about inmates currently being housed. The primary goal is for callers to determine if someone is in jail. And if they are how to bail them out (bonds). Some municipalities will attempt to say why they are in jail (charges), but most do not.

How this data is organized and interpreted is different for each Justice System vendor. Some business logic rules must also accompany the stored procedures so the IVR can give good information to callers.

The queries should have both codes and descriptions. The short form can be recorded as a sound bite and played through the phone, while the long form displays on the web page. For example charge code "10.422" is "parole violation".