

P3 Global Intel Pre-Sales / Frequently Asked Questions

Q – What does the name P3 stand for?

A – Public, Police and Private Sector... Working Together to Help Solve & Prevent Crime.

Q – How will the P3 functionality compare with TipSoft?

A – Put simply, P3 is like TipSoft on steroids! I first developed TipSoft 18 years ago. Although it evolved over the years to incorporate many new capabilities, we were also bound with maintaining compatibility with our legacy systems. We did some incredibly cool things with the technology that was available to us at the time. The fact is, technologies have improved greatly since TipSoft was last updated by Anderson Software back in 2010... when it was acquired by another company. We've had an opportunity to re-think and re-engineer the entire tip-taking and management process from the ground up with P3. This has enabled far greater operational efficiencies and capabilities.

P3 covers virtually all of the capabilities that our previous product had and greatly extends upon many things as well. The one thing which we do not offer are SMS text tips. SMS tips have not proven to be everything many thought they would be and are problematic in many ways as well. Utilization of a mobile app, and even the mobile based browser, has proven to be a much preferred and safer means for allowing the public to submit information from their smart phones. We have a separate paper available on this topic with much more information.

P3 has a state-of-the-art interface that scales dynamically to fit the display and has much less clutter and is far more intuitive for the end user to work with. It is built utilizing the very latest in advanced web technologies.

An example of the significant improvement is the ability for P3 to seamlessly and instantaneously share and exchange tips between programs, agencies and recipients without the need for the traditional push/pull E-transfer process.

Call centers may now update the original tips directly with additional information. Each update to the tip, by anyone, is logged in great detail and an incremental counter is kept for each tip indicating the number of updates, made by whom, and when, and by what source did the update come in via.

There are many other new features and capabilities which we will be showing in additional documentation and training/demo videos.

Q – Will P3 be able to exchange tips with TipSoft via E-transfer?

A – No. P3 uses a new & improved database structure which is not compatible with TipSoft.

Tips can be emailed back and forth between the two applications... but they will be received only as an email and not written directly into the receiving application. The content could then be cut and pasted into the receiving app if desired. Most programs have one or a few programs they may frequently exchange misdirected tips with. Ideally, these small core groups could schedule their transfer to P3 and data migration to occur on or about the same time to minimize being unable to exchange information between themselves.

Q – Can our data in TipSoft be moved over into P3?

A – Yes, we have successfully migrated data for over 100 programs and they never look back. It is not as seamless as we would like, due to the new owners not making your full data file available to us, but we are able to pull virtually all of your data over via other means. We can provide full details on the migration process upon request.

Q – Are the tips secure & anonymous?

A – Yes, each tipster's identity will remain anonymous at all times and our application is compliant with the following: HIPPA, FERPA, CJIS and others to be provided on request.

Q – By what means may we receive tips in P3?

A – You can receive and manage tips received by phone, online via computer and smartphone, and by our P3 Tips mobile application. Our online tip submission portal (p3tips.com) detects when tipsters are using a smart phone so that the dimensions and functions fit the smart phone screen. The p3tips.com site contains virtually all of the same functionality as our dedicated P3 Tips mobile app, which is available at no charge for Android and iPhone devices.

Q – Can we still send tips as PDF files by email?

A – Yes, we do support emailing encrypted PDF files in P3 for those who choose to use it. However, the design of P3 is centered on having each Recipient login via their PC or smartphone and view each tip online rather than receiving them as a PDF file. This keeps the tip information off of department email servers and from being printed out and potentially left lying around the office, or worse yet, ending up in the case file. By having each Recipient access the tips online, we are also able to tag the exact date & time when they viewed them and you will have no question if your tip has been delivered and viewed by the Recipient.

Q – Can we allow our Recipients to remotely access their tips in P3.

A – Absolutely yes, as stated above... ALL recipients now access their tips online by default. They may also optionally exchange dialogue at the tip level with Crime Stoppers, the Call Center and even the tipster if granted the proper permissions. Each Crime Stoppers program sets up their own Recipient list and there are no additional fees charged per Recipient.

Q – Is P3 Capable of operating in multiple languages?

A – Absolutely. The front end web and mobile tip forms are multi-lingual and now even the backend admin portion is as well.

Q – Will we be able to manage our tips from a smartphone or tablet?

A – Yes, P3 allows many functions to be performed via a mobile interface on smartphones. You may view all tips, query them, work two-way dialog and deliver tip to Recipients. Larger smart phone and tablet users have access to all of the functionality within P3.

Q – Does P3 use templates to help with guiding data entry on new tips?

A – Yes, and we have completely re-engineered this functionality as well. We have default templates already setup but these may be customized for any client if needed.

Q – Does P3 have automation to help us with the two-way dialog with web and mobile tipsters?

A – Yes. We realize how important it is that each tipster be acknowledged when they send in a tip. That's why we've set up a list of canned responses to tipsters. Users can simply click on one to have it inserted into the two-way dialog module and sent back to the tipster. This group of canned responses may be edited at will by the client and new ones may be created as well. You may select one of your canned responses to serve as the 'Default Auto-Response' that tipsters will receive immediately anytime they submit a web or mobile tip. This will certainly alleviate some of the workload involved when responding to tipsters via two-way dialog and will insure all tipsters receive a welcoming and thankful response at any time of day or night.

Q – Will we be able to post comments or notes to our call center from within P3?

A – Absolutely, and we have really enhanced this capability in P3. You may post general comments to the call center that they will see when working with any of your tips, and we now allow tip level comments that they will only see when they are accessing and adding information to a specific existing tip. There is no limit on how many tip level notes you can have for the call center and the whole process is very simple and seamless. In addition, the call center may post tip level private notes or comments back to you as well.

Q – Will we have to cut and paste additional information received from Call Centers?

A – NO, and this is significant. The call centers will now be updating the original tip with additional information. This is a controlled process that date and time stamps the new entry, increments an internal counter on the tip and immediately triggers a notice to you that the tip has received additional information.

Q – What kinds of reports will we be able to generate in P3?

A – We have the same basic report lineup in P3 that we had in TipSoft. I believe you will find all of the bases covered, and then some. We also have some cool new reports that were not in TipSoft along with several new style graphs.

Q – Does P3 support keyword watch-list alerts?

A – Yes, any instance of one of your pre-defined keywords in either the main tip or within any of the two-way dialog will be highlighted in yellow for you within the context of the tip along with shown in a popup Alert Window.

Q – Does P3 alert on name or address matches across tips?

A – Yes, P3 will popup and alert indicating any matches on suspect names or addresses across any of your other tips. You will also have hyperlinks directing you to the matching tips for review.

Q – How are Disposition Updates handled in P3?

A – Very seamlessly! Recipients may now update the disposition of each tip assigned to them by simply logging in to their filtered access account and updating the original tip directly. This triggers a notice to you and also sets a special filter you can select to view all updated dispositions since the last time you reviewed them. Embedded links on the PDF files also allow recipients to post their dispo updates online, updating the tip itself and requiring no further action from you.

Q – Is there a way for us to let the tipster see the status of their tip online?

A – Yes, in P3, each tipster is given a TIP ID number and a password regardless of the source of the tip. Even phone calls produce a password that you give them along with their ID. With that information, the tipster may log back in anytime via the web or mobile and update the tip along with being able to see the current status of the tip online along with any special reward related pickup notes you may have for them. This should greatly reduce the number of 'status check' phone calls received in-house and at the call centers.

Q - How will recipients access the tips assigned to them?

A – Recipients will be setup as users in P3, by the administrative user on your account, and they will login to view & work their tips just like anyone else does. They will be able to query and (optionally) update the records within their data subset. They will only see the subset of tips which have been assigned to them and can only edit tips based on what permissions have been provided to them.

Q – Can we easily query our data within P3?

A – Yes, P3 allows all fields to be easily queried, including some key range criteria.

Q – Does P3 provide detailed auditing at the record level?

A – Absolutely. P3 has extensive auditing of all changes made to any record, including recording both the previous and new values down to the field level. Full details of who did what, and when, are recorded for easy review on the audit tab.

Q – Will there be a mobile app for P3 for the public to use to submit tips?

A – Yes, we have a single mobile app in the Apple and Android app stores. This app will allow tipsters to create new tips and update existing ones. There are also buttons that can dial your hotline and link to any special resources you may want to make available. It will soon display all of the Wanted Fugitives you have featured within P3. It will also soon display any Special Alerts you may have issued from the Alerts module.

The first time the app is run from a mobile device the user will be prompted for their general location. Based on their selection, we will assign that installation to a specific account to be used from then forward. Subsequent loads of the app will show a custom branded splash screen with your program name and logo and all custom content generated by your program. Tips will also be properly routed to your program without them needing to go through any further drill down processes to pick a location.

Q – How much will P3 cost?

A – P3 pricing is based on the population of the area being covered. See separate price list for details.