

How does the Virtual Court Service Center Operate?

The Virtual Court Service Center (VCSC) receives requests for assistance from callers who reside within and outside of Massachusetts that have cases in our court system.

The VCSC answers basic questions and gathers information about a caller's legal issue in order to refer them to one of the seven Court Service Centers for further assistance.

When a caller connects with the VCSC, they are greeted by a team member.

The caller is placed in a breakout room with a volunteer where they can ask basic questions.

If the caller is seeking forms assistance or has more complicated questions, the volunteer will take down their case information, what services they are requesting, and their contact information.

Once the intake is complete, the caller hangs up.

The information is transcribed into an email that is then immediately sent to the local CSC that is closest to the court location that is handling the court matter.

The local CSC staff review the referrals and contact the caller as soon as they are available.

Emergencies are given priority.

