

Citizen Request Management Module

Connecting through quality customer service



GovPartner Connect | Citizen Request Management (CRM) Module manages customer communication regarding inquiries, requests for information, requests for service, complaints, questions, and compliments. This public facing communication tool allows you to increase transparency, improve responsiveness, and manage expectations - keeping your customers informed and involved.

Enterprise Solution

Communication with GovPartner Connect's Code Enforcement Module allows an auto generated Code Enforcement complaint from the Request Form

Escalation

The system can set escalation workflow rules to selected individuals, prompting an e-mail to be sent as notification

Time Frame Expectations

Time frames can be established at creation of request, setting expectations of action

Forms

Forms can be created for "internal use" from the CRM back office interface

Connect with your customers.

Extend the capabilities of your GovPartner Connect solution to your customers via this interactive mode of communication.

This application provides functionality to manage your internal processes as well as externally maintaining a window of communication so your customers stay informed and involved.



Empowering your process through e-Government
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Seamless Look and Feel

The CRM Module is designed to incorporate with your existing website 'look and feel' creating a seamless connection to the public.

Public User Accounts

Public users can establish a profile and log into the system, allowing them to track their personal history.

Frequently Asked Questions

FAQs can be linked to request forms, allowing some questions to be answered even before a request is submitted.



Additional Citizen Request Management Module Features

Automate Your Processes

- Auto-notification to staff by e-mail of new requests.
- Ability to query system data, generate reports and create custom request forms.
- Powerful reporting and print capabilities.
- Automatic audit trails on activities.
- GovPartner applications communicate across platforms making it easier to integrate with your existing GIS technology, integrated voice response systems (IVR) and work order systems.

Information At Your Fingertips

- Real-time updates of information and history to immediately respond to needs.
- Web-based application allows access to information anytime, anywhere.
- Leverages address information residing in the central database, saving time and effort to verify and correct addresses.

Increase Transparency and Customer Service

- Effectively manage customer requests and communicate status of response.
- Increase transparency and communication with your customers.
- Satisfaction surveys can be linked to auto responses that are sent to the public.

Tailored To Fit Your Needs

- Customizable dashboards for both the staff and public interfaces.
- Templates and a question library available to assist in creating new request forms.
- FAQ creator allows staff to link "Frequently Asked Questions" to request forms for user reference.



Our e-Government software solutions - GovPartner™ Connect enables a breadth of online government services (including a GIS viewer and an online portal) for land management, building, planning, engineering, code enforcement, licensing, customer request management (CRM), work order management and online class registration and facility reservations.



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