FoipSoftware

311 Citizen Service Center

**The Leading
Web and Mobile
Citizen Service Platform
80 million people**

Key Benefits

- ♦ Encourage Citizen Self-Service
- ♦ Empower Call Center CSR's
- ♦ Reduce Information Requests
- ♦ Streamline Service Processing
- ♦ Support All Channels
- ♦ Handle Multiple Languages
- ♦ Customize Each Department
- ♦ Include Payments; Auto-Forms

state agencies with citizens

CustomAnswers multi-lingual 311 and Citizen Request Management (CRM) platform helps cities, counties and state agencies of all sizes service over 80 million citizens across the country. Our proactive, auto-answer and auto-action technologies help call centers manage all citizen interaction across multiple communication channels while keeping stakeholders informed 24/7.

Features

Offer Web and Mobile Citizen Portals
- Support multi-customized portals with look and feel of your website
- Let citizens find information OR submit a request over Web
- Offer citizens 24/7 access and status updates

Customize Call Center Work By Department
- Provide different call center, website and mobile app portals
- Define, collect and manage different data and screen pops
- Customize different reports, dashboards, and data views
- Create departmental call scripts, workflows, rules, and service triggers
- Permit multi-security levels within department
- Manage centrally by department or across all departments
- Leverage additional capabilities—IT Help Desk solution, Intranet Portal/CMS

Service Citizens Proactively
- Merge, deflect or eliminate duplicate requests for action OR information
- Allow ANY approved party to create a service announcement, have it reviewed centrally and publish it immediately to website or mobile app
- Create an auto-directory of announcements for citizen review
- Allow citizens to "follow" announcements updates
- Auto-send real-time information updates to citizens

Auto-Answer Information Requests and CSR lookups
- Auto-grow knowledge bases that auto-change with new information
- Track, display and promote top questions
- Allow detailed filtered information search for citizens and CSR's
- Attach Auto-Forms, Payment, and Service Requests to information

Auto-Action Service Requests
- Capture requests via any channel (web, mobile, phone, voicemail, email)
- Auto-route, escalate, track, distribute, log, and manage requests
- Use dynamic request training to help CSR's handle unique requests
- Tailor rules, workflows, Service Level Agreements by department

604 736 4655 or **www.FoipSoftware.ca** to schedule a Demo!