FoipSoftware

Public Records Management System

The Nation's Leader In Public **Records Management.**
Provinces, Municipalities and Cities of ALL sizes.

NEW MODULES

Social Media Archiving
Document Redaction
Payment/Collection Center

Connecting more than 700 cities, counties and state agencies with citizens

GovQA combines proven knowledgebase, rules engine, workflow, payment technologies to provide a comprehensive Public Records (FOIA) Request Management System that works across all departments in your organization to maintain Public Records compliance, save resources and collect fees 24/7.

Features

Offer a Comprehensive Web Citizen Portal
• Support a customized portal 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

Reduce Requests with Proactive Technologies
• Deflect / merge duplicate requests
• Allow citizens to view and search previous requests
• Allow staff to publish information in anticipation of future requests

Auto-Answer Information Requests
• Auto-grow knowledgebase that dynamically changes with new information
• Track, display and promote top questions
• Allow detailed filtered information search for citizens

Streamline Public Records Service Requests
• Capture requests via any channel (web, mobile, phone, voicemail, email)
• Manage centrally by department or across all departments
• Auto-route, escalate, track, distribute and log requests
• Redact common privacy information
• Archive Social Media feeds including Facebook, Twitter, YouTube, Instagram

Fulfill Requests and Improve Processes
• Manage deadlines, track exemptions, charge fees and collect payments
• Validate email address and auto-send status notifications
• Respond to litigation requirements and audit surveys
• Monitor time per activity; highlight problems and best practices
• Generate scheduled, on-demand and custom reports

Keep Data Secure
• Encrypt data and attachments with complete backup
• Allow managers to set multi-security levels within departments
• Deliver within a single-tenant database architecture for optimum security

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