AVEPOINT E311 - CITIZEN SERVICES
FOR MICROSOFT CITYNEXT

AvePoint E311 - Citizen Services allows citizen service organizations to better serve their constituents. With E311 - Citizen Services, government agencies or citizen-support non-government organizations (NGOs) now have the ability to automate case management, which allows field officers, operational centers, and the citizens they support to input and manage requests from any device, anywhere, at any time.

MODERNIZE SERVICES

Provide your community with a centralized portal to easily submit citizen service requests from anywhere, anytime, on any device.

Accurately respond to citizen requests with built-in location services and optimize task allocation from nearby field staff by utilizing integrated geo-location services and mappings from mobile devices.

AUTOMATE MANAGEMENT

Streamline case routing by simplifying the processes of creating, tracking, and managing service and information requests.

Improve citizen satisfaction – through enhanced service quality – by eliminating manual case management processes that drain valuable time and are susceptible to human error.

IMPROVE COMMUNICATION

Eliminate communication breakdowns that leave citizens feeling unheard by granting them convenient, online access to interact with government staff and view the status of their service requests.

Give citizens and agency staff the ability to find the information they need quickly by making it easier to search internal and public data sources.

GAIN INSIGHT

Monitor service level agreements and establish long-term planning with the ability to access, view, aggregate, compare, and analyze statistics.

Pinpoint system inefficiencies and increase accountability with powerful reporting capabilities through dashboards and standard reports.

MODERNIZE. BETTER SERVE THE CONSTITUENTS YOU SUPPORT.

Utilizing Microsoft technologies – including Azure, Dynamics, and SharePoint – AvePoint E311 - Citizen Services helps cities provide the highest level of service and information to citizens across multiple access channels. By centralizing automated citizen request and case management, AvePoint E311 - Citizen Services modernizes government administration and allows agencies to optimize responses today, while better planning for tomorrow.

CITIZEN SERVICES AND MANAGEMENT SOLUTIONS FOR CITYNEXT.

POWERED BY: AvePoint®   Microsoft Azure   Microsoft Dynamics   SharePoint

FOR YOUR CONSTITUENTS:

- Self-register, submit requests, view the status of open cases, read announcements, follow social media feeds, and search a knowledge base repository for information used to resolve issues quickly – all without the need for agent assistance
- Upload photo attachments and provide precise locations via integrated mobile device services to help validate requests and drive service improvement
- Chat live with government staff to provide details or get more information directly through the portal

FOR YOUR FIELD STAFF:

- View assigned tasks on the go based on location, request type, or urgency
- Quickly and accurately respond to service requests by utilizing integrated location services and mappings via mobile devices
- Log response activity directly into mobile devices to close out and annotate cases in real time
- Annotate cases with rich media – including photos, video, and audio – as evidence of violation as well as for subsequent response and resolution

FOR YOUR FRONT LINE STAFF:

- Provide a direct channel with a streamlined user experience for appropriate routing and handling of inbound requests from a single interface
- Ensure incoming calls are logged and tracked appropriately with automated phone activity logging and built-in scripts or questionnaires
- Proactively resource requests and track progress by viewing key metrics – including request status, type, and location – through a centralized dashboard

FOR AGENCY MANAGEMENT:

- Review key metrics and data trends over time – including incoming request types, request locations, and average response times – to enhance planning, resourcing, and improve citizen satisfaction ratings
- Improve reporting, findability, and data quality by classifying requests with a centralized taxonomy as well as the ability to roll back unintended modifications or deletions

NEXT STEPS
To find out more about AvePoint's solutions for Microsoft CityNext, please contact CityNext@AvePoint.com

Accessible content available upon request.