

# E-311 CITIZEN SERVICES

## CITIZEN PORTAL: RESPONSIVE SERVICE

### Scenario



Bob noticed some tree branches hanging close to a power line near the park where his children play. Using his smartphone, Bob submits a request through the E311 portal and uses the built-in location services to note where the park is.

### Step 1



The city office receives a notification and transfers Bob's request to the appropriate department. The department assigns the task to a field agent near the park.

### Step 2



Bob checks the request status in the portal later in the day to see that the ticket has been assigned and the task is being taken care of.

### Step 3



Using the integrated map in the E-311 mobile app, the field agent arrives at the park shortly. Once the branches are removed, he closes the case through the portal, and a confirmation email is automatically sent to both the central office and Bob.

### Step 4



Bob is pleased to learn that the issue has been quickly resolved and rates his experience as 100% satisfactory through the citizen portal.

### End Result



#### Your Citizens

Can quickly and easily submit service requests. Stay up-to-date with real-time progress tracking and notifications of request status changes.



#### Your Staff

Uses familiar and flexible tools to address citizen requests from any device, anywhere, at any time. Reduces response time with intelligent case routing and built-in notifications.



#### Your Agency

Monitor individual and team performance through detailed reports and dashboards to optimize efficiency. Deliver quality services and drive citizen satisfaction.