



Providing Transparent and Convenient 311 Services Day or Night

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Granicus is Transforming how Government and People Connect Digitally

Serving
the public's
needs &
interests since
1999



Connecting
with
government-
provided
information and
services

Today's Speakers



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Poll #1: Do you have a dedicated person or team that handles inbound service requests today?

1. Yes
2. No
3. Not sure

Managing Inbound Service Requests with Ease

A tale of two cities...which one are you?

? Dedicated Inbound Team

» Mid to large population or agency

» One or more dedicated resources handle inbound requests

» Example:
Resident calls a central number like 311 and a dedicated person or a call center takes those calls and tries to answer the citizen request or route them to the right number.

? No Dedicated Inbound Team

» Small population or agency

» Resources wear multiple hats – all hands-on deck

» Example:
Citizen calls City Hall's main line, someone answers. If they know the answer, they help the citizen out otherwise they try their best to answer the question or route them to the right place.

Super Charge Your Back Office

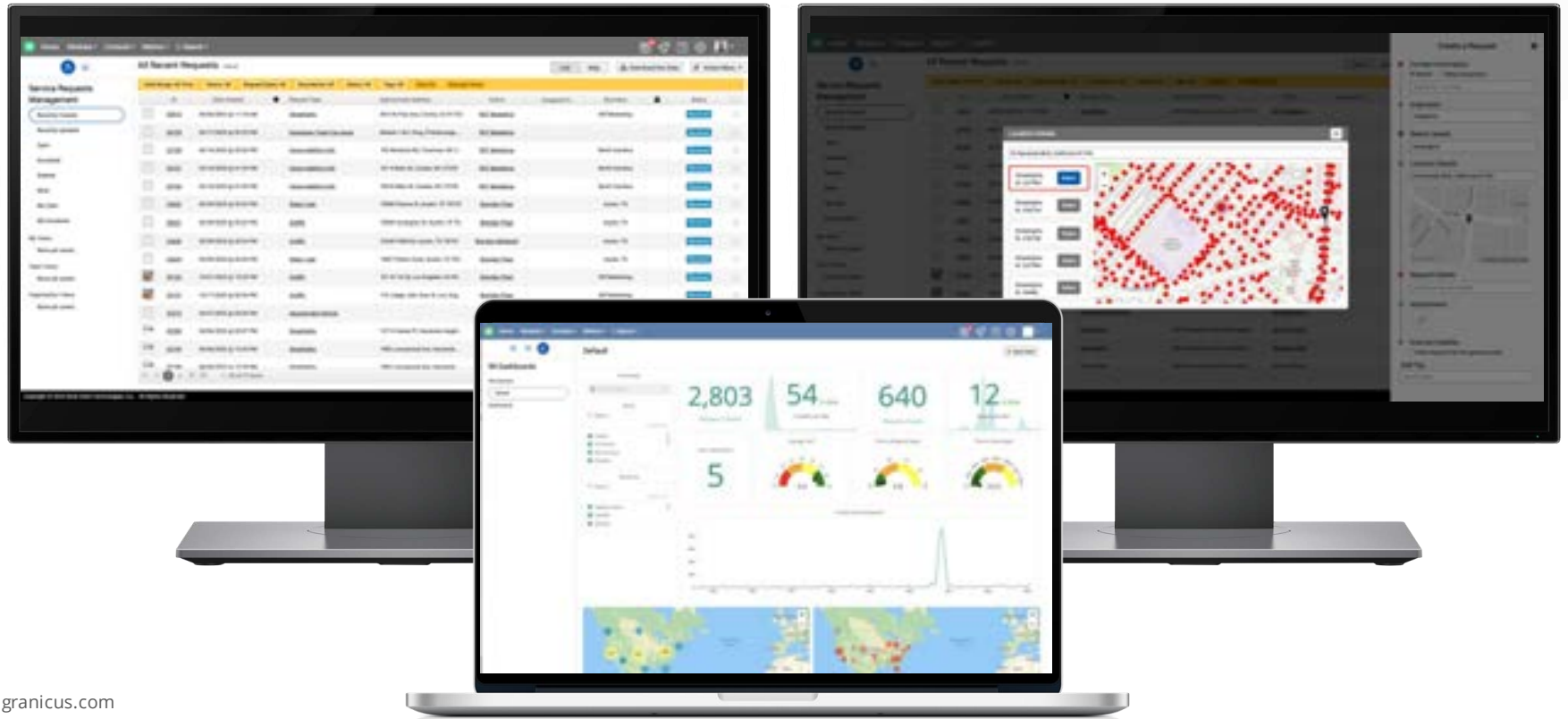


- ✓ Increase accountability and drive efficiency

- ✓ Improve customer service by automating requests
 - Queue routing across departments
 - Queue routing across communications channels
 - Call Center integration
 - Customizable mobile app

OneView Demo

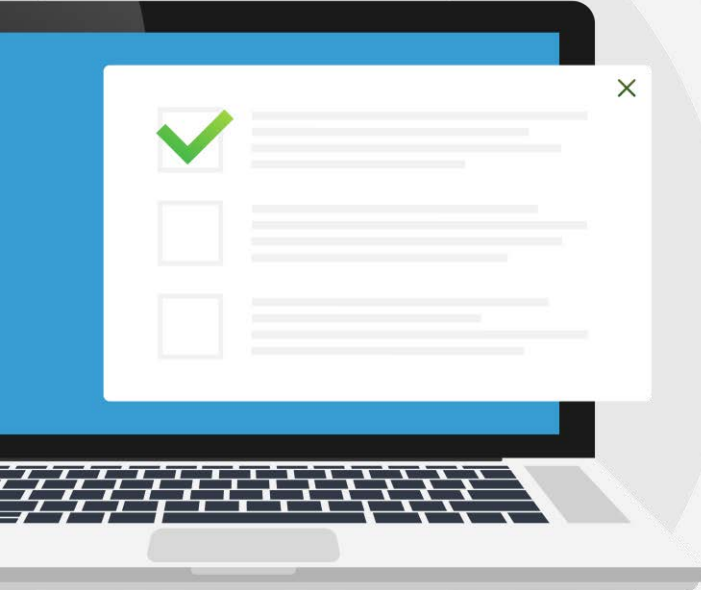
Centralize service for every citizen engagement





Poll #2: Do you feel more confident about how you can improve handling inbound service requests going-forward?

1. Yes
2. No
3. Not sure





More Information

Why You Should Consider Service Request Management (SRM) for 311

- **Improve Outcomes:** Drive innovation and gain operational efficiencies by offering online options for non-emergency requests
- **Engage Communities:** Build trust between citizens and government by keeping them informed and delivering top-notch customer experiences
- **Serve Better:** Deliver the services your community needs most by quickly handling inbound information and service requests digitally

Top Ways Citizens and Staff Benefit from SRM for 311



Citizens can submit a service request using their device and/or method of choice (e.g. in-person, phone, email, web, or mobile app) to report an issue or request a service.



Citizens can make inquiries and access information about community services, meetings, events and more digitally.



Citizens can receive updates about their service requests, so they know what's happening from start to finish.



Staff can track citizen service requests and inquiries from start to finish using a centralized, citizen-focused case management online portal.



Staff can direct service requests across departments, including sharing important information, such as images, location, and more, to expedite service delivery.



Staff can gain insights about service delivery in their community by using dashboards and reports.



Thank You

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