OVERVIEW
The Clerk’s Office wanted a website with a better technological foundation to provide stellar customer service and access to the judicial branch. Through Granicus govAccess, the Clerk’s Office incorporated online forms, a virtual assistant, and more to handle 8,300 requests in 4 months.

SOLUTION
The Clerk’s Office decided to partner with Granicus as govAccess provided the most robust CMS. It also would provide the foundation for integrated technologies, like a virtual assistant, and additional features, like online forms, for a better customer experience.

RESULTS
In six months, the website had 1.4 million page views. The website received 8,300 requests through the virtual assistant in 4 months.

MUST HAVE SOLUTION
govAccess

“Our website is a way to push the envelope technologically while providing services to the public. It’s been a lot of fun.”
-Tiarra Earls Haas, Communications Officer

To read the full story, visit cutt.ly/maricopa-county-clerk-success