



CONSTITUENT SERVICE REQUEST TRACKING & MANAGEMENT WEB-ENABLED VIA YOUR WEB SITE

*Can your elected officials, management or staff
quickly & easily review service requests?*

Cit-e-Net's *Service Request* application (also known as *constituent or complaint tracking*) can enhance the efficiency of your organization's service process by enabling the online submission, processing, tracking and central management of all service requests.

Elected officials, management and authorized staff can quickly and easily review service requests and work orders, or submit their own requests, via the Internet whenever and wherever Internet access is available.

Make the service process more efficient for every department in your organization that provides a service response to the public or to other departments and staff within your organization. Benefit from the features of Cit-e-Net's *Service Request* application service request.

Internet-based: The Cit-e-Net service request application is an online Internet-based application, so no additional hardware or software is required. The application can be interfaced with your current web site and users can access the application whenever and wherever Internet access is available.

Ease-Of-Use: The application is designed to be quickly and easily used by anyone you would authorize in your organization. The application is a highly efficient tool to help your organization to better manage the process of receiving, tracking and fulfilling service requests across your entire organization; for those requests submitted by the public, as well as those requests internally submitted by staff.

Management Information Tool: Elected officials and management can easily and quickly review all service requests and work orders associated with individual districts, constituents, or the entire Municipality. Service requests and associated work orders can be categorized by type and current status. Department staff can easily and quickly categorize, track and manage the various types of requests that occur within the organization.

Work orders can be created and linked to the associated services request. All work orders can be easily categorized and tracked in the same method as service requests, enabling management to effectively oversee and manage the entire municipal service process, from the initial request through the response and fulfillment phases.

Query Capability: Users can query service requests and work orders using search parameters. Management, staff and elected officials can query to quickly view specific service requests and work orders associated with specific districts, constituents, request types and other search criteria.

Performance Tracking: Management and staff can query and review performance measurements for service requests and work orders. Measurements can be viewed for total service request or work order activity, by specific the category-type and for individual service request or work orders. This can be a useful management tool during a service review or the budgeting process, to quickly analyze performance, discern possible trends or see if resources may be more optimally allocated or additional resources required.

Secured Access: The application where the service request submissions and work orders reside and are managed is in a nonpublic secured environment that requires a userid and password for access. The municipality can issue userids and selectively set individual security profiles to control access to specific service items.

Escalation Option: An escalation feature can optionally *ensure that service requests won't be inadvertently lost, forgotten or delayed before being completed*. Service requests that remain unresolved upon the expiration of a preset target time period can automatically be escalated to a higher-level of management or officials for resolution, or notification can be simply rerouted back to the original recipient as a reminder of an outstanding service item.

Service Request Templates: Staff can easily and quickly create different service request and work order web page templates for the various different types of service requests or work orders you might have. The templates would deal with submitter information pertinent to the specific request type selected, so that service responders may more efficiently process and resolve the service request. The templates can be easily created or changed by department staff without requiring web programming knowledge.

Public Or Internal-Only Type Requests: Department staff have the capability to selectively control the availability and access to each specific type of service request by the public. Each request type can either be made *available for both public and internal use* via the municipal web site, *or be restricted to internal-use only* by staff.

Contact us at info@cit-e.net to schedule a demonstration of the Cit-e-Net service request application, and see how your organization's service process can easily be enhanced.