

QAlert



**A practical tool to help with your
citizen service requests**

Improving Citizen Service cost effectively

With government budgets reduced or re-positioned it is more difficult than ever to improve citizen service. Providing online based systems to track, manage, report and resolve all citizen requests can greatly improve your organizations service level and overall constituent approval.

Using QAlert, citizens will be able to rapidly and easily report complaints and service requests directly to the departments responsible for the resolution. Completely web- based, QAlert™ provides an interface for the public and your staff to enter and manage service requests of any type. QAlert runs in your web browser allowing instant and secure access to service request information 24/7 from anywhere.

Centralized management of service request data allows you to respond to and resolve requests more rapidly. This, in turn, will enhance public perception of your municipal government and its ability to accurately and effectively handle inquiries and requests.



Flexibility in security and routing

QAlert™ supports user and group level permissions and routing of various request types. Allowing different staff members to handle various request types ensures that any one department or individual is not inundated with requests they are not authorized or equipped to handle. Request are automatically routed to the appropriate department or departments via email.

Once a service request is issued QAlert™ notifies the appropriate department based on complaint type and location. Multiple service requests are linked to the same trouble ticket. Any action taken results in an email notification sent to the citizen, providing advanced service request levels automatically.

Once the complaint is resolved the citizen is notified via email or a mailing label is generated and supplied to the administrator for hard copy resolution notification.

Centralized, secure data storage and management

Whether the citizen walks-in, calls-in, or enters the service request online, all data is stored in a centralized database, automating workflow processes, while reducing manual tracking procedures and paperwork, virtually eliminating duplication. All service requests are stored in one centralized database available to any administrative user with the proper security credentials.

Because QAlert™ uses a Microsoft SQL Server database for all data storage, robust reports are created on the fly from any internet ready computer.

Phone Integration

QAlert™ can be coupled with an IP telephony phone system solution for end user database lookup integration. This will automate your 311 call center by integrating the caller id information and populating the end users information in the QAlert™ database even before a 311 call center staff picks up the phone. The system will display the information on the call center staffs monitor for instant recognition. This functionality will allow the call center staff to look up history information and ultimately save time on each service request entered.

QAlert™: accept, manage, track and route citizen service requests all from a centralized, secure website.

- Road Work
- Maintenance Requests
- Utility Issues
- Sewer Problems
- Sidewalk Complaints

Use QAlert™ to easily and immediately route service requests to the appropriate department or organization via instant email.

Examples:

Potholes - Route to City Public Works

Downed Power Lines - Route to local utility company

Animal Issues - Route to Animal Control and Local Police Dept.

Traffic Signals - Route to Dept. of Transportation

Trash or Debris - Route to Dept. of Refuse

Park equipment damage - Route to Dept. of Parks and Recreation

Reduce Calls To Your 9-1-1 Call Centers

- In some cities more than 50% of calls to 911 are non-emergencies
- This backlog creates longer wait times and dropped calls sometimes can have dire consequences
- 311 gives citizens a single number to contact their city government with questions or requests

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You are in Control

With QAlert™, staff administrators have the ability to create as many types of service request/complaints as needed. These service requests can be routed to individual departments, multiple individuals or outside agencies. Service request information is controlled by userid and password allowing departments and individuals the ability to view all or a subset of requests. It's up to you...

Tools to streamline the citizens' experience

When QAlert™ is set up your street and district information is stored in the database. This streamlines the process of location selection by auto-completing citizen street input and completely eliminates misspelled locations.

QAlert is GIS enabled with powerful reporting capabilities

QAlert™ has built-in real time reports that display service request information by various selection criteria. Track response times by service request type, streets, and municipal districts. Review open or closed services requests by date selection, requestor name, service request type or department responsible.

Get an executive overview of all service requests or any complaint type using the QAlert™ GIS dashboard feature. Quickly view all service request throughout your city layering any complaint/service request type directly onto the map. Zoom in to a particular area to view detailed service request information and resolution status. Numerous text based reports are available in QAlert™ including viewing service request response time and citizen based reporting. All reports have user configurable options such as date range and sortability.

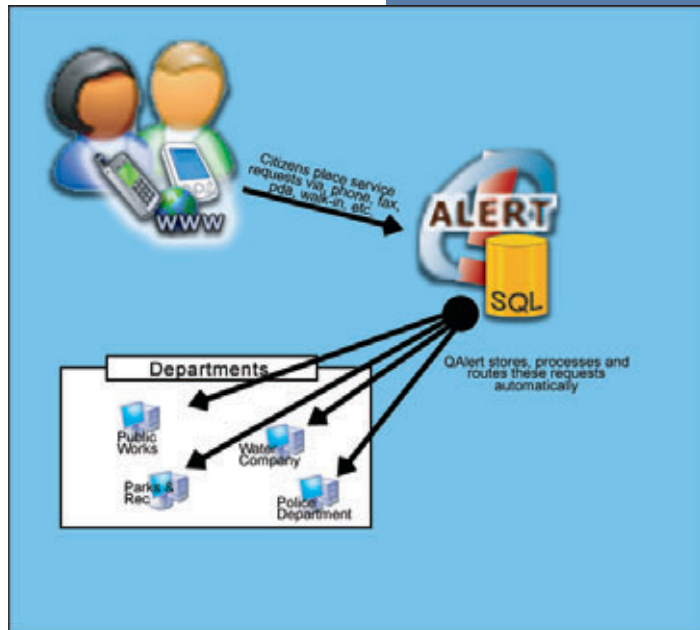
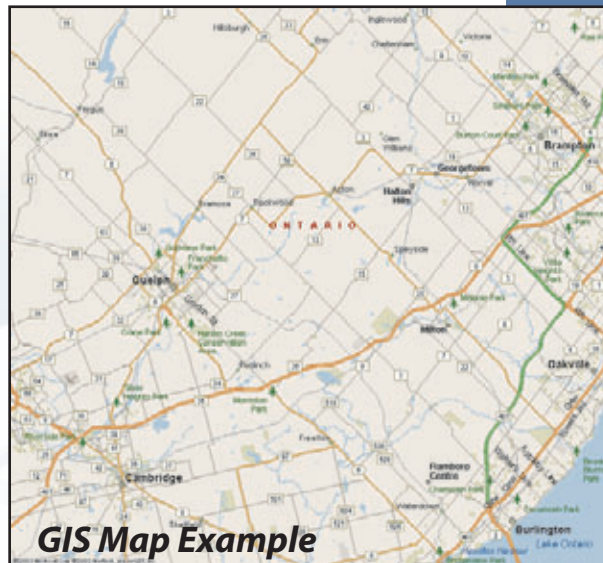


Figure 1.

Citizens make service requests through multiple mediums. Whether it be on your website, phone, walk-in, or fax, all requests are consolidated into the QAlert™ system. Once a request is in the system, QAlert™ automatically routes that request to the appropriate department for action.



Features

- Web-based for easy access
- All complaints stored in database
- Multiple email notification on all complaint activity
- Internal complaint routing to appropriate department
- Link multiple occurrences of same complaints
- Comprehensive secure web-based reports available 24/7
- Imports your street database for instant identification
- Add unlimited complaint types
- Reports by streets or districts
- Visual Mapping with GIS data integration

Benefits

- Greatly reduce phone and walk in complaints
- Improves complaint response time
- Automatically emails citizen when complaint is closed
- Dramatically improves citizen service
- All complaints are tracked, improving staff accountability

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QScend Canada

QScend Canada is a leading provider of web based e-Government solutions. QScend's market-leading, integrated suite of e-Government applications enables government agencies to create a web based system for capturing, managing, coordinating and publishing information across multiple target audiences.

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