AVEPOINT CITIZEN SERVICES
MODERN SOLUTIONS FOR TODAY'S DEMANDS

With Citizen Services, government agencies or citizen-support non-government organizations (NGOs) now have the ability to automate case management and incident reporting, which allows field officers, operational centers, and the citizens they support to input and manage requests from any device, anywhere, at any time.

MODERNIZE SERVICES

Provide your community with a centralized portal to easily submit citizen service requests from anywhere, anytime, on any device.

Accurately respond to citizen requests with built-in location services and optimize task allocation from nearby field staff by utilizing integrated geo-location services and mappings from mobile devices.

AUTOMATE MANAGEMENT

Streamline case routing by simplifying the processes of creating, tracking, and managing service and information requests.

Improve citizen satisfaction – through enhanced service quality – by eliminating manual case management processes that drain valuable time and are susceptible to human error.

GAIN INSIGHT

Monitor service level agreements and establish long-term planning with the ability to access, view, aggregate, compare, and analyze statistics.

Pinpoint system inefficiencies and increase accountability with powerful reporting capabilities through dashboards and standard reports.

MODERNIZE. BETTER SERVE THE CONSTITUENTS YOU SUPPORT.

Built on the latest Microsoft Cloud technologies – including Azure Machine Learning and Windows 10 – AvePoint Citizen Services is a Software as a Services (SaaS) platform, built to help cities provide the highest level of service and information to citizens across multiple access channels. By centralizing automated citizen request and case management, AvePoint Citizen Services modernizes government administration and allows agencies to optimize responses today, while better planning for tomorrow.

INCIDENT AND CASE MANAGEMENT SOLUTIONS

BUILT ON:
Microsoft Azure. Power BI. Cortana Intelligence Suite. Cortana Personal Assistant. Windows 10.

FOR YOUR CITIZENS:

- Self-register, submit requests, view the status of open cases, read announcements, and search a knowledge base repository integrated with knowledge articles in Dynamics 365 for information to resolve issues quickly on the citizen portal or mobile app – all without the need for agent assistance
- Submit requests via a web portal embedded within an existing website to improve user experience and adoption
- Upload photo attachments and provide precise locations via a web portal or mobile device to help validate requests and drive service improvement
- Search for service request types with keywords or view the most recently submitted service request types
- Choose to receive notifications about service requests by email, SMS, or both

FOR YOUR RESPONSE MANAGEMENT TEAM:

- Provide a direct channel with a streamlined user experience for appropriate routing and handling of inbound requests from a single interface
- Proactively resource requests and track progress by viewing key metrics – including request status, type, and location – through a centralized dashboard
- Easily edit and update existing service requests to ensure the information is accurate and appropriate

FOR YOUR FIELD RESPONSE TEAM:

- View assigned tasks on the go based on location, request type, or urgency
- Quickly and accurately respond to service requests by utilizing integrated location services and mappings via mobile devices
- Log response activity directly into mobile devices to close out and annotate cases in real time
- Annotate cases with rich media – including photos, video, and audio – as evidence of violation as well as for subsequent response and resolution

FOR YOUR AGENCY MANAGEMENT TEAM:

- Review key metrics and data trends over time – including incoming request types, request locations, and average response times – to enhance planning, resourcing, and improve citizen satisfaction ratings
- Move from reactive to proactive with integration of modern technologies like IoT and predictive analytics to spot issues before citizens even encounter them
- Ensure a connected and efficient service delivery through integration with virtually any commercial or internally developed application to ensure coordination across multiple agencies and systems.

NEXT STEPS
To find out more, please visit www.avepoint.com/citizenservices