

Four Keys to Improving Citizen Relations

Meeting and Exceeding Citizen Expectations

- Allow users to ask questions and receive auto-answers to questions
- Complete self service functionality 24/7
- Let users check status of requests with immediate access to data and services.

“Our Customer Online Center (GovQA) is one of our most popular web applications.”

S. Cable - Corpus Christi, Texas, Dir. of E-Services

Do More With Less

- Interact with your customers by enabling your website to become a communication tool
- Coordinate all communication channels by integrating information
- Self service by customers saves employee resources

“It is one of the our most effective ways to raise awareness on our important human rights work.”

K. Reid- Amnesty International, Dir. of Internet Communication

Reduce Cost and Improve Efficiency

- Central database for all information
- Use a hosted system that eliminates capital costs and implementation effort
- Return on Investment: Reduce calls and e-mails by 60% - 70%

“After two weeks of implementation with GovQA, 98% of our visitors now find their answers online...”

J. McCannel - Sierra Wireless, Customer Service Manager

Get a 360 Degree View of Citizen

- Analyze customer questions and requests to recognize user needs
- Decision support tools to allocate resources based upon need
- Unlimited capabilities to create surveys to understand what is important to your customers

“This tool will be used by both the public and employees to expedite service and enhance accountability.”

S. Duchane – Lincoln Park, MI, City Manager

