

IT Resolution Center

Our Customer Request Management (CRM) allows users to create a service request with **WebQA's** Resolution Center Platform. Benefits include:

User

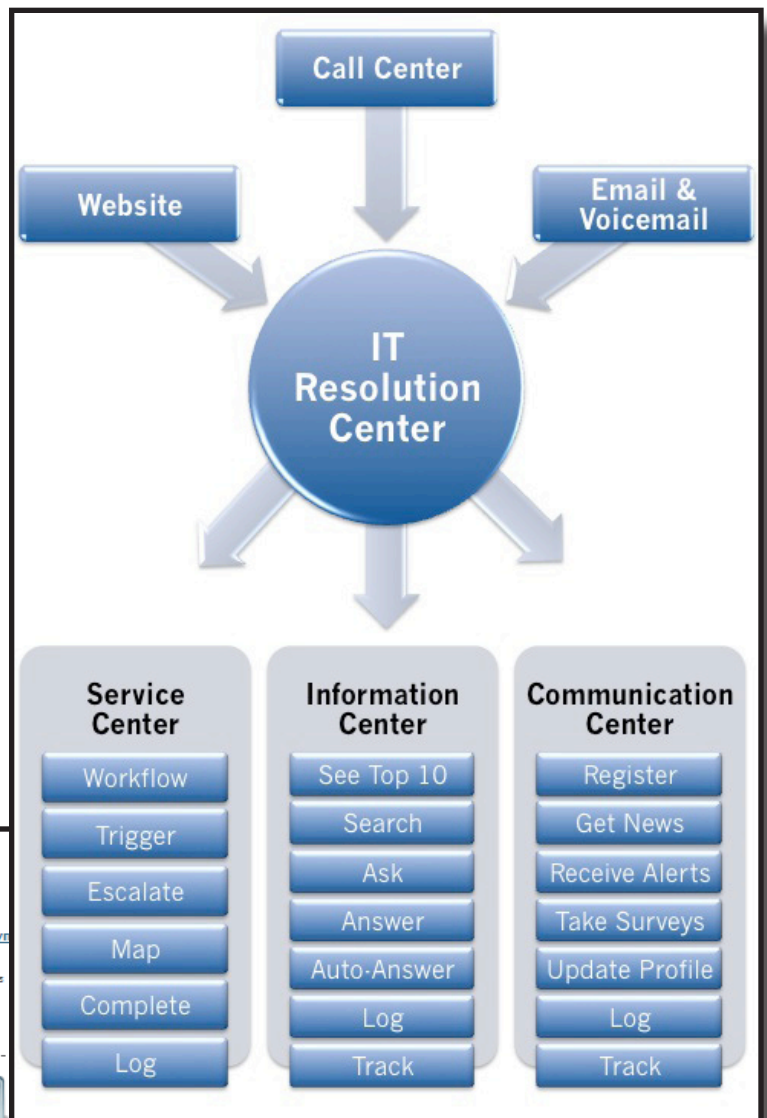
- Increases access to information
- Improves ability to communicate
- Empowers with 24/7 self-help
- Comforts with a site branded look

Staff

- Keeps information consistent
- Collects, manages, and reports
- Advanced automated escalation and workflow
- Lowers service cost/improves service quality

Executive

- Centralizes all departments
- Enhances customer interaction
- Exceeds service expectations
- Tracks and reports on all data
- Creates accountability



Employee Resolution Center View

<p>Find Answers</p> <ul style="list-style-type: none"> » Browse Frequently Asked Questions » Search for Answers 	<p>Ask a Question</p> <ul style="list-style-type: none"> » Send a Question » Provide Feedback 	<p>Submit a Request</p> <ul style="list-style-type: none"> » Report a Problem » Register a Complaint » More... 	<p>Make a Payment</p> <ul style="list-style-type: none"> » Utility Bills » Parking Tickets » More...
<p>View Events</p> <ul style="list-style-type: none"> » View All Scheduled Events by Day, Week and Month 	<p>Download Files</p> <ul style="list-style-type: none"> » Forms » Meeting Minutes » More... 	<p>Take a Survey</p> <ul style="list-style-type: none"> » Help Us Make the City Portal Better! 	<p>My City Portal</p> <ul style="list-style-type: none"> » Review Your Questions and Requests » Update Your Account Information