



“Increase public sector productivity and empower citizens’ interactions”

Do you have a solution to manage the citizen services needs of the Public Sector? With the Respond® 311 solution – YOU DO.

Respond© is a citizen services platform and 311 solution designed to help local governments meet citizen demand for information and non-emergency services.

This software solution significantly extends the core functionality of Microsoft CRM 2011. The solution is hosted via Microsoft Cloud Services and is also available on-premise.

Local governments can quickly configure and implement all types of non-emergency services to their citizens. Service Level Agreements (SLAs) help to monitor the time required to deliver each service against predefined goals. Respond provides features to manage all aspects of information about citizens, resources, schedules, and tasks. Historical records are maintained regarding all service and information requests. Dashboard and business intelligence reporting provides a complete view of all mission critical information in a centralized manner.

Contact us for more information on other Public Sector applications or our partner program.

www.respond311.com



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FEATURES:

Service Case Management

Provides comprehensive capabilities addressing all aspects of case management including workflows to manage cases across multiple departments.

Information Delivery

Provides a knowledge database to deliver information and answer questions from citizens. Information can be delivered to the citizen via phone, email or the website.

Self-Service / Mobility

Citizens can find information, submit requests, receive notifications, and obtain case status updates via the web portal and their smartphone. Government workers can interact with Respond from the field.

Mapping via Bing maps and ESRI

Respond is integrated with GIS systems such as Microsoft Bing Maps and ESRI ArcGIS. This allows for a service location to be identified graphically on a map during the creation of a service request.

Reporting and Business Intelligence

Management reporting including dashboards, custom views, and business intelligence reports are available for both local government and citizens, providing excellent tools for managing citizen services.

Powered by:

Rock Solid
technologies



2011 PARTNER OF THE YEAR
Microsoft Dynamics Public Sector
Winner

