



# GovConnect™ 3-1-1 Portal

GovConnect 3-1-1 Portal is a modular system built on Salesforce Service Cloud that provides a multi-channel interaction platform between a city or municipality and its residents. It aims to provide best-in-class user experience to capture and track non-emergency issues. The solution also enables business automation in the internal application including assignments, communication to customers and vendors and location-based duplicate management.

## FEATURES

### Easily Configurable Modules

Designed with core business functions and operations of 3-1-1 services. Modules are flexible to align to the needs of the city/municipality.

### Staff and Public Portals with Intuitive UI/UX

User-centric staff portal, and intuitive responsive public portals and mobile app for residents provides users with increased access to report and track service requests.

### Native Map Integration

Integration with Google maps for resident facing applications and GIS maps to help department users view and interact with GIS layers and increase productivity.

### Duplicate Management

Enables real-time tracking of report intakes against all open reports of the same case type and identifies duplicates within a geographical radius and tags it to the original case.

### Mobility-On-The-Go

Responsive design model delivers screens developed in standard toolset to all form factors with layouts optimized for a variety of devices and resolutions.

### Security & Monitoring

Fine-grained access control and security with dashboards and logs to track events such as Logins, Logouts, Login attempts, API calls, and Report exports.

### Workflow, Approval Processing

Trigger automatic knowledge base searches and automate approvals for critical processes.

### Collaboration Support

With a built-in social network users are able to exchange information quickly about cases and knowledge articles, "Follow" cases or records, IM, and collaborate to refine answers.

## BENEFITS



Improves cross-agency collaboration and data sharing



Increases public accessibility through multi-browser and multi-device support



Reduces cost of ownership while increasing extensibility, scalability, and maintainability of the system



Increases time spent in the field and productivity



Increases worker efficiency and resident experience



Flexible modularity designed to support a rapid agile deployment project approach



Enhances usability through human-centered design approach

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