

# GovConnect<sup>™</sup>

## 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 nonemergency 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

CONTACT

#### BENEFITS



Improves cross-agency collaboration and data sharing



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

Increases time spent in the field and



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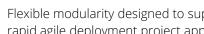
experience

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

Increases worker efficiency and resident



Flexible modularity designed to support a rapid agile deployment project approach



productivity

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Enhances usability through humancentered design approach

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