E-Gov Basics Lets You Choose The Features You Want

E-Gov Basics CRM Features Available

- **Citizen Request Management (CRM)—**Citizens can make suggestions, request information or request service at their convenience. Provides complete request management system for tracking and reporting. This feature is required for all other CRM features.
- **CRM Problem Location Tracking—**We pre-load all valid addresses in your city, so citizens and staff can quickly determine if reported issue is in your jurisdiction. Search on streets or addresses to identify recurring issues
- **CRM Request Mapping—**Create maps to see locations of selected requests. Requires Location Tracking.
- **CRM Survey Export—**Create citizen surveys using citizen request forms and export to Excel for analysis.
- **CRM Merge Action Forms to PDF's—**Automate form submittal by merging data collected in CRM forms into PDF forms you create with Acrobat Professional.
- **CRM Form Letters—**Merge data collected in CRM forms with standard "boilerplate" text to create standardized emails or letters. Example: code enforcement non-compliance letters.
- **CRM File Uploads—**Add attachments to CRM requests to create a "paperless" system.
- **CRM Administrative Only Fields—**CRM requests can include fields not visible to public, so you can manage and track additional information about each request.
- **CRM Sub-Status Reporting—**Create more specific sub-status types for each CRM status, so you can manage requests at a more detailed level.
- **CRM Code Sections—**Track and report violations by code section and incorporate into Form Letters.
- **CRM Reminder Scheduling—**Staff can set reminder emails to be automatically sent to selected individuals at selected times. Use for setting reminders for follow-ups.

E-Gov Basics Other Features Available

- **Calendar—**Community calendar allowing multiple categories, links to documents and websites, and key-word event search.
- **Multiple Calendars—**Allows unlimited different public and internal calendars. Requires Calendar.
- **Documents—**Centralized document repository in Microsoft folder style with content search feature.
- **Hidden Document Folders—**Set up folders that only appear for authorized users with login. Requires Documents.
- **Frequently Asked Questions (FAQ's)—**Create searchable FAQ items, which can include links to documents or web pages with added information.
- **Email Subscriptions—**Public can sign up online to receive emails on topics of interest to them.
- **Payments—**Public can pay online for various payment types the City will specify.
- **Staff Directory—**Display searchable, hierarchical staff directory so the public can identify and contact appropriate departments or staff members.
- **Job Postings—**Job-seekers can see and respond to job openings and sign-up to be automatically notified when new jobs are posted.
- **Bid Postings—**Suppliers can see bids by category and sub-category and sign-up to be automatically notified when new bids are posted.
- **Advanced Bids—**Requires suppliers to register in order to download detailed specifications, so staff can tell who has access bid documents. Also allows bids to be electronically uploaded. Requires Bid Postings.
- **News Scroller—**Create news items that can appear on your website (requires website coding).