E-Gov Basics Turns an Ordinary Website Into a Powerful Tool

Enhance Information Access And Manage Citizen Requests

- **E-Gov Basics** gives you powerful tools you can add to your existing website or incorporate into a new website.
- **E-Gov Basics** empowers the public with improved access to information and lets them request help or provide input online, any time.
- **E-Gov Basics** saves staff time by reducing phone calls and providing tools to more effectively manage citizen requests.

Most Popular E-Gov Features

- **Citizen Request Management (CRM)**—Citizens can ask questions, make suggestions, request information, or request service at their convenience. Provides complete internal request management system for tracking and reporting. Staff can use to record phone requests or internal requests as well.
- **Calendar**—Community calendar allowing multiple categories, links to documents and websites, and key-word event search. Public can suggest items to add to the calendar.
- **Documents**—Centralized document repository in Microsoft folder style with content search feature. Makes it easy to find desired documents.
- **Frequently Asked Questions (FAQ's)**—Create searchable FAQ knowledgebase. Include links to documents or web pages with added information. Citizen can "ask a question" with CRM request if answer not available. Staff can turn answer into a new FAQ for continuous enhancement.
- **Email Subscriptions**—Public can sign up online to receive emails on topics of interest to them. Staff can see how many users are signed up for each list. Emails sent can be saved for review and re-use.

CommunityLink Portal

The CommunityLink Portal gives the public the most up-to-date information all in one location.
Set it up as a separate e-gov page or incorporate the features into your existing web pages.

- **News**—Breaking news can quickly be added and earlier items are available for reference. Shows date item was posted.
- **Upcoming Events**—Displays the next upcoming items from the calendar (you can select items to display). Automatically updated as the E-Gov calendar is updated.
- **City Views**—City officials can easily post articles and get feedback from citizens on them. Feedback is not visible to other members of the public, but is for internal use only.
- **New Documents**—Shows the most recent additions to the documents section.
- **New FAQ's**--Shows the most recently added FAQ's.
- **Rumor Mill**—Get special attention to city positions on controversial issues by posting the questions (and your answers) in a special place.

→ *No need to redo your website, just add links from an existing website to E-Gov Basics.*

Additional E-Gov Features Available

- **Available Property Listings**—Allows public users to view a list of available properties with characteristics (size, zoning, etc.) that you define. Integrated Google map allows users to see where the properties are located. Different types of properties can be flagged with different color map points. Each property can have documents, plans, pictures, etc., attached to it. If available from Google, they can also see the street view—it's like being there without the travel.
- **Local Business Listings**—Promote local businesses by providing a searchable list online. Google map integration and other features similar to above. Separate details page for each business.
- **Mapable Databases**—Set up other databases (points of interest, accident locations, etc.) each with its own set of characteristics and maps. Each database counts as a separate feature for pricing.
- **Payments**—Public can pay online for various payment types the City will specify.
- **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 accesses bid documents. Allows bids to be electronically uploaded. Requires Bid Postings.
- **Staff Directory**—Display searchable, hierarchical staff directory so the public can identify and contact appropriate departments or staff members.
- **Multiple Calendars**—Allows unlimited different public and internal calendars. Requires Calendar.
- **Hidden Document Folders**—Set up folders that only appear for authorized users with login. Requires Documents.
- **News Scroller**—Create news items that can appear on your website (requires website coding).

Advanced CRM Features Available

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