

## 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.

### *E-Gov Basics Features Available*

- **[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 \(FAQs\)](#)**—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.
- **[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.

Click links above to see examples of the public view of the applications.



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

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### E-Gov Basics 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.
- **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.
- **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.

The city of Athens, Ohio. 8 East Washington Street, St. Athens, Ohio 45701. 740-592-3338




## City of Athens Ohio

City Home  
E-Gov Home  
Action Line  
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Login

Welcome to the City of Athens, OH, e-Government Services Website.  
Today is Wednesday, June 01, 2011.


### Action Line

Make suggestions, request information or request service at your convenience.



### Community Calendar

See what's going on, including schedules for all government meetings and City events. Use the handy search feature to find the specific events you are looking for.



### Online Documents

Quickly find the documents you are looking for. All City documents are located in a single place with a handy search feature.

