

The GovQA Benefits:

Benefits For Citizens:

- ✓ Citizen support & access 24/7
- ✓ Single interaction point for self-service

Benefits For Management:

- ✓ One system – all departments
- ✓ Manage based upon results
- ✓ Detailed reporting and analytics

Benefits For Staff:

- ✓ Single tool to collect, manage, and report
- ✓ Less call handling / document routing
- ✓ Immediate access to information
- ✓ Consistent service delivery
- ✓ Library of knowledge regardless of turnover



Make A Service Request

City portal
everything about our city

MAIN PAGE NEWS EVENTS BUSINESSES VISITORS CITIZENS

Citizen Action Center

Service Request Type: Abandoned Vehicle Complaint

Description: Use this type of request to report an Abandoned Vehicle. (Car, truck, motorcycle, etc.)

Address 1:

Address 2:

City:

State/Province:

Zip/Postal Code:

Daytime Phone Number:

What is the Approximate Location:

***Is it impeding traffic:** Yes No

Vehicle Make:

Vehicle Color:

Vehicle Body Style:

***License Plate Number:**

powered by **WebQA**

- ✓ Set-up service request types for easy lookup, i.e. “Abandoned Vehicle Complaint”
- ✓ Submit requests for service and set up custom fields for capturing specific information and demographics.

Track Citizen Interaction

Staff use Admin Portal to keep track of all citizen interaction in one centralized location – not separate e-mail boxes

Customized views based on preference and staff role

The screenshot displays the 'All Requests' page in the GovQA Admin Portal. On the left, a sidebar titled 'Views' contains a tree structure with 'Questions' and 'Requests' expanded. Under 'Questions', there are links for 'All Questions', 'All Questions Assigned to Me', and 'All Questions Created by Me'. Under 'Requests', there are links for 'All Requests' and 'All Requests Assigned to Me'. A red arrow points from the 'All Requests' link in the sidebar to the main content area. The main content area shows a table of requests with columns: Reference No, Service Request, Status, Assigned Dept, Assigned Staff, and Create Date. A red arrow points to the first row of the table, which has a red status icon. A callout box points to this row with the text 'Immediately see out of compliance requests'. At the bottom left, there are buttons for 'Search', 'Create', and 'History'. At the bottom right, there is a 'powered by: WebQA' logo.

Reference No	Service Request	Status	Assigned Dept	Assigned Staff	Create Date
W000282-073106	WebQA OnDemand		Site Administrator	staff staff	7/31/2006 4:46:42 PM
W000281-072806	Opportunity				7/28/2006 10:52:13 AM
W000280-072806	WebQA OnDemand Opportunity		Site Administrator	staff staff	7/28/2006 10:24:34 AM
W000279-072806	WebQA OnDemand Opportunity		Site Administrator	staff staff	7/28/2006 10:11:50 AM
W000266-071306	General Request		Site Administrator	System Administrator	7/13/2006 4:43:50 PM
W000264-071306	General Request		Site Administrator	System Administrator	7/13/2006 3:56:01 PM
W000246-050106	General Request		Site Administrator	System Administrator	5/1/2006 2:58:07 PM
W000240-021506	WebQA OnDemand Opportunity		Site Administrator	System Administrator	2/15/2006 8:44:51 PM
W000204-100305	Commercial Opportunity		Site Administrator	staff staff	10/3/2005 10:07:23 AM

A typical users is setup to view all new questions and requests upon logging in. Simply click on the reference number to open a question or request

The GovQA Style:

- ✓ For quick and easy implementation, training, and ongoing use
- ✓ Retains look and feel of your website ... and flexibility to integrate with your current applications
- ✓ Housed in highly secure datacenters

525 Angela Street
 Key West, FL 33040
 tel: (305) 809-3700
 Email Address

Summary	Department
I would like to report a code violation, whom do I contact?	Code Enforcement
When is a mobile vendor license required?	Licensing
I am getting married in Key West, how do I get a marriage license?	City Clerk

Access Portal Page

One simple interaction point to provide Citizens with self service options!!!

The screenshot shows the Key West City Citizen Service Center website. At the top, there is a navigation menu with links for departments, city officials, residents, business, hot button issues, police & fire, online services, home, and contact us. Below the menu is a blue banner with the text 'Citizen Service Center' and contact information: 525 Angela Street, Key West, FL 33040, tel: (305) 809-3700, and an email address. The main content area is divided into four quadrants: 'Find Answers' (with a magnifying glass icon and options to browse all answers or search for a specific answer), 'Make a Service Request' (with a hard hat icon and options to report a problem or register a complaint), 'Ask a Question' (with a speech bubble icon and an option to send a question), and 'My Questions and Requests' (with a document icon and an option to check the status of questions and requests). At the bottom, there is a section for 'Most Frequently Asked Questions' with a table listing questions and their corresponding departments.

Summary	Department
I would like to report a code violation, whom do I contact?	Code Enforcement
When is a mobile vendor license required?	Licensing
I am getting married in Key West, how do I get a marriage license?	City Clerk

1. Search for Information



Find Answers

- Browse All Answers
- Search for a Specific Answer

3. Submit Service Request



Make a Service Request

- Report a Problem
- Register a Complaint

2. Send a Question



Ask a Question

- Send Us a Question

4. Check the Status 24/7



My Questions and Requests

- Check Status of Questions Asked and Requests Submitted

5. View Dynamic top 10 FAQ's

Most Frequently Asked Questions

6. New FAQ's automatically added to knowledge base for future users

Workflow to Notify Staff

✓ Staff oversight and hierarchy of notification gives powerful functionality

[Create a new "Issue Created" rule](#) |
 [Create a new "Timed" rule](#) |
 [Adjust "Issue Created" rule priority](#) |
 [Adjust "Timed" rule priority](#)

All rules

Name	Trigger	Details		
Route to Public Works	new issue is created.	If Department is equal to Public Works Assign to a Department Public Works send e-mail to wrepole@anexsys.com	Delete	Disable
24 Hour Rule	the issue was created	If Priority is equal to Medium Update priority to High	Delete	Disable

November 2006

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Regular work days
 Non-work days
 Holidays
 Requested off-days

Backup Staff:

Three types of workflow rules can be setup:

- ✓ Issue Based
- ✓ Time Based
- ✓ Status Change

Rules can update the value of fields such as priority or status, send emails, or assign issues to staff and departments. The workflow engine can accommodate work schedules and vacation days.

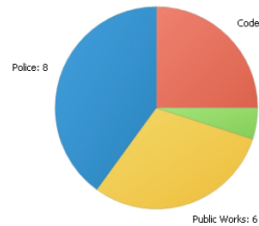
Report: Standard & Custom

Consistent reporting is possible on ALL system data!

Open Requests By Department

Reporting Period: 5/30/2004 - 3/14/2007
Department: All Departments
Request Type: All Types
Run Date: 03/19/2007 12:29 PM

Total Requests



Total Requests By Type

Department	Request Type
Code Enforcement	Abandoned Vehicle Report
	Graffiti Complaint
Police	Abandoned Vehicle Report
	Animal Trap Request
	Graffiti Complaint
Public Works	Animal Trap Request
	Dead Animal
	High Water
	Pot Hole in Street
	Power Line down
Site Administrator	NCNE

Open Requests By Department

Run Date: 3/19/2007 12:29:53 PM

Code Enforcement

Total Requests: 5 Average Days Open: 62.7999996

Request Type	Assigned Staff	Reference No	Status	Days Open	SLA Date
Abandoned Vehicle Report	McHenry Eric	W000326-030107	Assigned to Code Enforcement	17.916666	03/04/2007
	McHenry Eric	W000305-021607	Assigned to Code Enforcement	31.166666	02/19/2007
	McHenry Eric	W000299-021207	Assigned to Code Enforcement	35.083333	02/15/2007
	McHenry Eric	W000296-021007	Assigned to Code Enforcement	36.708333	02/13/2007
Total Abandoned Vehicle Report Requests:					4
Graffiti Complaint	McHenry Eric	W000173-090706	Assigned	193.125000	09/07/2006
Total Graffiti Complaint Requests:					1

Police

Total Requests: 8 Average Days Open: 181.145832875

Request Type	Assigned Staff	Reference No	Status	Days Open	SLA Date
Abandoned Vehicle Report	Brian Donnelly	W000252-120806	Assigned to Code Enforcement	100.833333	
	Brian Donnelly	W000250-111306	Assigned to Code Enforcement	125.958333	
	Brian Donnelly	W000249-111006	Assigned to Code Enforcement	128.833333	
	Brian Donnelly	W000194-092006	Assigned to Code Enforcement	179.916666	
	Brian Donnelly	W000192-092006	Assigned to Code Enforcement	179.916666	
Total Abandoned Vehicle Report Requests:					6
Animal Trap Request	(not assigned)	W000273-020107	Assigned	45.791666	02/06/2007
Total Animal Trap Request Requests:					1
Graffiti Complaint	(not assigned)	W000281-020107	Assigned	45.791666	02/06/2007
Total Graffiti Complaint Requests:					1

Public Works

Total Requests: 6 Average Days Open: 145.5624995

Request Type	Assigned Staff	Reference No	Status	Days Open	SLA Date
Animal Trap Request	Roger McDonald	W000193-092006	Assigned	179.916666	
	Roger McDonald	W000154-030706	Assigned	376.958333	
Total Animal Trap Request Requests:					2
Dead Animal	(not assigned)	W000279-020107	Assigned	45.791666	02/02/2007
Total Dead Animal Requests:					1
High Water	(not assigned)	W000276-020107	Assigned	45.791666	
Total High Water Requests:					1
Pot Hole in Street	(not assigned)	W000278-020107	Assigned	45.791666	02/06/2007
Total Pot Hole in Street Requests:					1
Power line down	Roger McDonald	W000201-092106	Assigned	179.125000	

- ✓ Custom reports
- ✓ CitiStat capabilities
- ✓ Staff oversight
- ✓ Compliance awareness
- ✓ Simple generator