



CITIZEN REQUEST MANAGEMENT (CRM)

What is CRM?

CRM: Citizen Request Management, Customer Request Management, Customer Relationship Management...

Automated software solution for managing relationships with customers.

- Customers/staff enter requests and questions online (software)
- Allows staff to efficiently manage requests and questions on the back end (software)
- Tracking capability
- Sophisticated FAQ module
- Mobile application

How does CRM work?

Example:

1. Customer makes request/complaint online (pot hole on 147th Street)
2. Customer receives an automated reply from City (including a tracking number). Appropriate staff is notified a request has been created.
3. Staff completes request, responds to customer, and closes ticket.
4. Customer receives a confirmation email.

Through the entire process customer is able to track their request.

What are the benefits of CRM (why)?

Customer

- Ability to submit requests, and review answers, 24/7
- Ability to track the status of requests (transparency)
- Better/professional communication, including confirmation emails (open and close)
- Ability to answer questions on the spot (FAQ database)
- Ability to review history of requests and questions

City

- Increase level of customer service and professionalism
- Ability to track requests from start to finish
- Increased efficiencies (confirmation emails, saved answers, question screening, quick research/reference)
- Ability to reassign requests
- Management functions (view open requests/closed/identify common problems/reports)
- Ability to display important/urgent FAQs on landing page
- Mobile application
- Internal and External CRM

Background:

As part of the 2012 City Council Strategic planning process, pursuing efficiencies and improving customer service through the use of technology was identified as a priority.

Staff and Council discussed the potential use of Citizen Request Management (CRM) software as a solution.

The City Council voted in June of 2012 to purchase CRM services from a company known as GovQA (contract August).



Overview of CRM in Ramsey:

EXTERNAL – INT'ER'NET



- For external customers (citizens)
- Accessible via the internet
- Standard CRM functionality

INTERNAL – INT'RA'NET



- For internal customers (employees)
- Accessible via employee intranet
- IT HelpDesk
- Building Maintenance HelpDesk

Request & Response

Customer Support

HOME BOARDS & COMMISSIONS DEPARTMENTS SERVICES HOW DO I...? ABOUT US FACEBOOK

City of RAMSEY

Search The Site [Go]

Agendas, Minutes & Weekly Update
Community Sign
Economic Development
Elections
Employment
Northstar Transit
Online City/Property Info Map - new!
Parks and Recreation
Permits & Applications
Public Hearing Notices
Ramsey Resident Newsletter
Recycle
Requests & Questions

Introducing Request & Response Customer Support

The convenient way to submit requests, find answers to your questions, and monitor the progress of your inquiries.

In The News

- MnDOT Announcement: 2013 Load Restrictions
Updated date: 03/14/2013 - 12:43pm
- Mayor's Prayer Breakfast
Updated date: 03/08/2013 - 12:28pm

Mayor & Council

Sarah Strommen Mayor

- Contact your Mayor or City Council members
- View the Mayor and Council member Webpage
- Click here to Webstream City Council Meetings
- View Council Agenda and Minutes
- View Mayor Strommen's Welcome to the City Video (coming soon)

The COR at Ramsey

Calendar

March

S	M	T	W	T	F	S
					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
31						

- Groundbreaking for Northgate Church/Performing...
Sat, 03/23/2013 - 11:00am - 1:00pm
- City Council Work Session
Tue, 03/26/2013 - 5:30pm - 6:30pm
- City Council
Tue, 03/26/2013 - 7:00pm - 9:00pm
- Housing Redevelopment Authority (HRA)

Marketing

- Utility Bill Mailers
- Ramsey Resident
- 1/3 Cardstock Handout

Request & Response

Customer Support

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Customer Support



[Make a Request](#)

- Need to make a service request, report a problem, or register a complaint?



[Ask a Question](#)

- Looking for some information?
Ask a question and we'll get back to you.



[Tracking Requests & Questions](#)

- Check the status of your submitted request and questions.



[FAQs, Answers & Information](#)

- Browse frequently asked questions or search for a specific answer.

Frequently Asked Questions

[Is a permit required to construct a shed?](#)

[What are the allowable construction hours?](#)

[New resident information](#)

[I was in a motor vehicle crash. Do I need to contact the police?](#)

Category

Zoning

Building Code

New Resident

Police

Request & Response

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Make A Request:

- Request a service
- Report problem/complaint
- Fillable forms

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Frequently Asked Questions

Is a permit required to construct a shed?	Category
What are the allowable construction hours?	Zoning
New resident information	Building Code
I was in a motor vehicle crash. Do I need to contact the police?	New Resident
	Police
	Public Works

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I was in a motor vehicle crash. Do I need to contact the police?	New Resident
	Police

Ask A Question:

- General question/inquiry
- Fillable form


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	Police

Track Requests & Questions:

- Use your request number to track the status of a request

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FAQs, Answers and Information:

- Sophisticated FAQ database

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Top 10 FAQs:

- Top 10
- Urgent/relevant

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[Make a Request](#)
[Ask a Question](#)
[Tracking Requests & Questions](#)
[FAQs & Answers](#)

Category:

Service Request Type	Description
Abandoned vehicle, bicycle or property	If you would like to report an abandoned vehicle, bicycle or property please select this service request.
Ask a Question	If you would like to ask the City of Ramsey a question, please select this service request.
Community sign, Highway 10, request use (dynamic display)	To request the use of the COR Community Sign, please use this request
Dead animal in roadway	If you would like to report a dead animal located on a public roadway, please use this service request. NOTE: Small animals such as rabbits, raccoons, opossum, etc. that are found dead on private property are the responsibility of the homeowner to dispose of properly. Deer that are struck by vehicles and end up on private property will be disposed of by the City. If an animal is killed on a public roadway the appropriate agency will be notified for disposal.
Obstructed vision at intersections (blocked view, bad sight lines)	If you feel vegetation is obstructing your view at an intersection please use this service request.
Pothole or damaged/poorly maintained road (streets)	If you would like to report a pothole, damaged/poorly maintained road (streets), please select this service request.
Ramsey Resident, submit an article proposal (community newsletter)	Submit an article proposal for the Ramsey Resident (Community Newsletter) please use this service request.
Report Graffiti	If you would like to report graffiti on public property, please select this service request.

Description:

Contact E-Mail:

***Contact Person Name:**
***Contact Person Phone:**
***Type of Issue:**
***Location of issue/complaint:**
***Description of Request:**

You can choose a maximum of five files to Attach. Please note, the maximum total file size for each attachment is 10MB.

Attach a File:

EMERGENCY? If you are experiencing an emergency, life threatening or dangerous situation call 911 immediately

DATA PRIVACY: MN State Statute 13.44, Subdivision 1, states: "the identities of individuals who register complaints with state agencies or political subdivisions concerning violations of state laws or local ordinances concerning the use of real property are classified as confidential data."

SERVICE AGREEMENT: The City will only respond to reasonable service requests and problem reports.

EXAMPLE REQUEST

Request & Response

Customer Support

Make a Request Ask a Question Tracking Requests & Questions **FAQs & Answers**

FAQs, Answers & Information

Browse frequently asked questions or search for a specific answer.

Category: Search for:

Sub-Category:

#	Description	Category
1	Is a permit required to construct a shed?	Zoning
2	What are the allowable construction hours?	Building Code
3	New resident information	New Resident
4	I was in a motor vehicle crash. Do I need to contact the police?	Police
5	How do I apply for a permit to carry a handgun?	Police
6	Does the police department do background checks?	Police
7	There is trash, broken glass or debris in the road	Streets
8	Utility Account Change (Move-in/Move-out)	Utility Services
9	Anoka County License Center Info	Anoka County License Center
10	Information on Restraining Orders	Police

Prev 1 2 3 4 5 6 7 8 9 10 ... Next | Displaying Page 1 of 11

Make a Request Ask a Question Tracking Requests & Questions **FAQs & Answers**

[<< Back to Search Results](#)

Question: How do I apply for a permit to carry a handgun?

Answer: Permits to carry handguns must be obtained through your local sheriff's office. Go to the MN Dept of Public Safety web site found by [clicking here](#) for the most current information and application for a permit to carry.

Anoka County citizens must apply in person at the Sheriff's Office for info [click here](#) or at 13301 Hanson Blvd NW, Andover, MN. Download the Permit to Carry Requirements / Instructions sheet from this Web site (Adobe Acrobat format).

Category: Police

Was this helpful?
☆☆☆☆☆

Powered by **GOVQA**

EXAMPLE FAQ

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