

### 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. 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. Use custom field to identify neighborhoods or districts.
- **CRM Request Mapping**—Create maps to see locations of selected requests. Requires Location Tracking.
- **CRM Survey Export**—Create citizen surveys using CRM 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 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. All emails sent can be saved for review and re-use.
- **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 accesses bid documents. Allows bids to be electronically uploaded. Requires Bid Postings.
- **News Scroller**—Create news items that can appear on your website (requires website coding).