



Municipalities of All Sizes

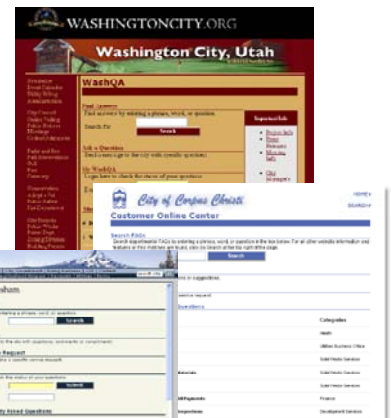
Reducing Calls and Improving Services

Low Monthly Fee

Citizen Request Management

CustomFAQs a leader in Citizen Request Management (CRM), offers with GovQA to cities and municipalities a central system that manages and improves all inbound and outbound citizen interaction. GovQA handles incoming citizen requests for service or information and manages all citizen messages or complaints. It coordinates outgoing citizen alerts and notifications and permits administrators to conduct citizen surveys.

GovQA surrounds this total citizen support package with capabilities that make them **accessible** to both citizens and staff government in person or by phone, web or email; **specific** to meet the needs of each government department; **centralized** to provide a complete view of all citizen interaction; and, assisted by optional **live support** agents that can handle citizen services during off-hours or periods of high-volume calls and emails.



Specifically, GovQA's main components manage:

Service: to capture, route, manage, search and report on all service requests: inception through completion.

Information: to show top questions, search questions or ask a question. New answers are added to the knowledgebase so that current data is always available.

Messages: to capture & track citizen communication or complaints around any topic in order to respond quickly.

Alerts: to register citizens for alerts or notifications of important or changing information or events.

Surveys: to create and administer surveys to collect ongoing feedback from citizens or staff.

Real Benefits
 Access to information
 24/7 self-service
 Reduces 73% phone calls
 Reduces 64% of emails
 Consistent information
 Collect, manage, report

Affordable Solution
 ROI is 1 month or less

GovQA Clients Include
 El Paso TX
 Corpus Christi TX
 Fullerton CA
 New Haven CT
 Washington UT
 Glenview IL

GovQA's hosted system can easily integrate with, and be customized to look like, any website. Administrators connect to GovQA's Service & Response Center through a web browser to manage alerts, questions, messages or service requests.