



**CivicWeb InTouch** makes it really easy for your ratepayers and other stakeholders to submit non-emergency requests electronically into your *Action Tracking* system via your website. Whether it is a Public Records Request, a complaint or a maintenance request, **CivicWeb InTouch** eliminates most of the administrative overhead related to getting these staff intensive submissions into your *Action Tracking* system quickly and efficiently. While making submissions easier for you and your constituents, *InTouch* allows you to shift time savings to tackle other key priorities within your organization.

## HIGHLIGHTS

- Internet based form submission is quick and convenient for stakeholders
- Input forms easily configured to your needs – some suggested uses:
  - Public Disclosure Requests
  - Complaints
  - Service Requests
  - Citizen Presentations to Council
  - Streetlight outage
  - And many more
- Electronic document attachments to submissions
- Submission tracking number for constituents to check status
- Automated notification to staff responsible
- Access to *InTouch* seamlessly integrated into your website
- Provides simple and affordable management of non-emergency 311 requests
- The power of **CivicWeb Action Tracking** for follow-up task management
- Set reminders, notify stakeholders of activity, report on service levels
- NOTE: **CivicWeb InTouch** can only be used in concert with the **CivicWeb Action Tracking** system, purchased separately

**iCompass**

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CIVICWEB – EASING MEETING DEMANDS