



AEON NEXUS



# 311/Non-Emergency Services EMPOWERING COMMUNITIES & CITIZENS



SERVICE AGENT



CITIZENS



RESPONDENTS

## SIMPLIFY TASKS. INCREASE PRODUCTIVITY.

To manage non-emergency issues, local governments rely on a 311 system to resolve requests from their local citizens. With dwindling budgets and the increased expectations of constituents for transparency and resolution, the need for a citizen engagement platform is essential. Streamline daily tasks with automated workflows and features that increase productivity and provide a central hub for all citizen request information.

- robust role security
- SLA management
- automate daily tasks
- real-time reporting
- eliminate duplicate data
- SMS & email notifications

## CUTTING EDGE SOFTWARE.

Microsoft Dynamics CRM offers municipalities of all sizes a fast, flexible, and affordable solution arming system users and citizens with accurate, real-time information.

- COTS platform with full configuration capabilities to meet specific needs
- Flexible deployment options (both on-premise and secure cloud)
- Familiar, native Outlook integration drives user adoption
- Single platform for building endless applications

## MODULES

- Service Request Management
- Citizen Self-Service
- Mobility for Citizen Requests
- 311 Knowledge Base
- Partner Management
- Twitter to Service Request

## FEATURES

- Document Storage
- Service Request Filing
- Dashboards
- Automated Workflows
- Reporting
- Citizen Self-Service Portal
- Robust Searches
- System Integration
- GIS Mapping
- Payment Processing

