

QAlert Customer Service Request/Complaint System Information Sheet

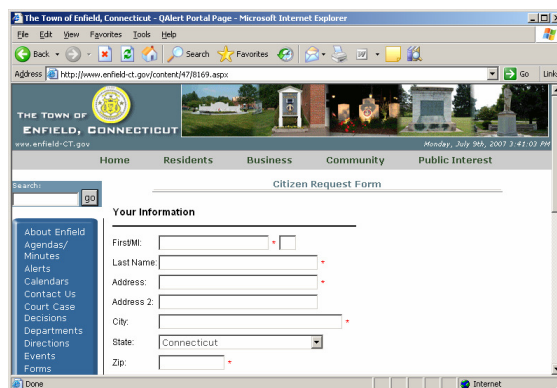
Overview

The Town of Enfield has partnered with Qscend Technologies to provide a new online customer service request/complaint system for non-emergencies. The [QAlert system](#) automatically routes and escalates citizen requests and complaints to the correct Town personnel.

The QAlert system is available anytime from any Internet connection via the [Town web page](#). It meets a core business need for the Town in its effort to better serve the public. Requests are immediately routed to Town personnel based on predefined request types.

The system provides staff with online based systems to track, manage, report, and resolve requests. All requests made via the Internet, walk-in, or call-in are entered into the central database. Centralized management of requests automates workflow processes and reduces manual delays. Service requests are available to administrative staff based on security credentials.

Working with the Office of the Town Manager, the IT Department provided expedited implementation, project management and technical direction to the project as well as data export and system setup coordination. Vendor training was provided to Town staff during several sessions for management and call takers. The system was used by staff for several weeks of testing prior to being made available to the public.



Highlights

- Improves citizen service by automatically routing and escalating requests and complaints based on request type
- Expect significant reduction in 911 calls
- Actions taken result in e-mail notification sent to the citizen
- Once the complaint is resolved the citizen is notified via e-mail
- Centralized request management is web-based and staff authentication is required
- All requests are tracked, improving staff responsiveness and accountability

Interaction with Other Systems

- Hosted by Qscend, this web-based system meets a technical infrastructure goal to use Application Service Providers (ASPs) when deploying new systems
- Data was imported during implementation to pre-populate street, district and other values

Project Details

- Project #: 07-61
- Finalization/Delivery Date: July 9, 2007