

Customer Service Module

The Customer Service module provides communities with the tools necessary to track and manage citizen requests for service and information. Requests are completely user defined and can range from patching pot holes to replacing street lights.

Users can track all request actions, including follow up phone calls, meetings, and correspondence. Additionally, requests are assigned to key employees, enabling communities to designate a single point of contact and responsibility.

The Customer Service Module is tightly integrated with the Work Orders and Code Enforcement modules. A citizen's complaint about a junk vehicle, for example, can easily be transferred to Code Enforcement as an active case. The status of the case can easily be determined

from the original customer service request. Similarly, a street repair request can become a work order, with full tracking from the original customer service request.

With the Customer Service Web Interface, citizen requests can be made via the web.

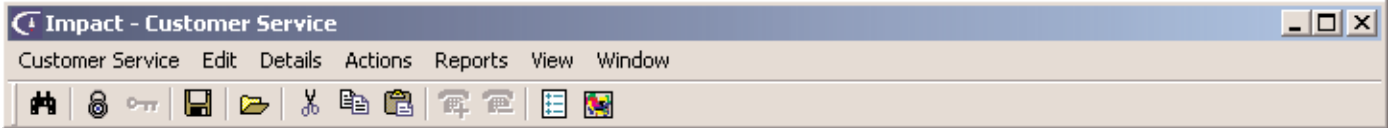
*Find out more at
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The screenshot displays the 'Impact - Customer Service' application window. The main form is titled 'Customer Service' and shows details for request ID 'TR-03-0031'. The form is organized into several sections:


- Customer Service ID:** TR-03-0031
- Category:** Transportation
- Type:** Pot Hole
- Service Address:** 1400 To 1500
- Location:** Street
- Street:** N University Blvd
- Assigned To:** Al Worthing, Foreman
- Cross Street:** Anderson
- Created By:** Ed Wagner
- Description:** There are numerous pot holes on this street.
- Service Information:** Initial Date: February 18, 2003; Final Date: (empty); Work Order #: (empty); Case #: (empty); User 1-7: (empty)
- Customer Information:** First Name: Adam; Last Name: Welman; Address: 1425 University Blvd, Austin, TX 78755
- Contact List:** A table with columns 'Type' and 'Number'.

Type	Number
1 Home	(512) 442-9855
2 Mobile	(512) 322-8821
3	

*The right tool for
managing citizen
requests.*




Quickly find critical citizen requests.


 Select a customer service request using an extensive range of criteria, including:

- Customer Service ID
- Address or Address Range
- Customer Name


 Enter or view request actions.


 Enter or view request images.


 Lock a customer service request to gain update access. Other users will be able to view the same request, but not update it.


 Unlock a customer service request and restore any changes (undo).

 Save any new or changed customer service data.

 Clear the current customer service folder. No data is deleted or lost.

 Cut the highlighted text.

 Copy the highlighted text.

 Paste the text saved in the Windows clipboard.



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