



GORequest®

Powerful & Flexible CRM Software to manage service requests of all varieties for your agency!



GORequest® CRM is an intelligent, user friendly solution for managing all of your agency service requests! Whether it's a citizen using your agency branded mobile app or a staff member logging a service call from your call center, GORequest® provides a centralized home for two way communication between government and citizens to work and communicate more efficiently and effectively!

Customer Service at it's Finest

In today's digital age, customer service expectations are at an all-time high. As a government agency, your constituents are expecting the same service from you that they receive from all of their other service providers. The GORequest® powerful CRM now makes it easy for citizens and government to exchange information and work towards their common goal of making their city/town/county the best place to live or work!

- Simple submission of requests by staff or citizens via mobile app or through the web
- Automated email and push notifications keep both staff and citizens up to date as a request is worked towards a resolution
- Pre defined SLA's per request type set the proper expectation for citizens to have their requests completed
- Detailed & Customizable reporting for the agency to ensure certain service standards are being met

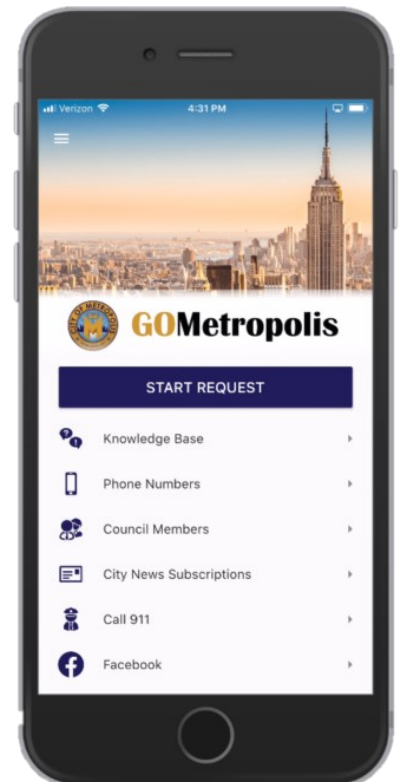
No Upfront Fees or Startup Costs

We try to earn your business every single day and so we will start by doing the heavy lifting to get you started. Everything you need to setup your mobile app, list of request types, reports and most importantly train your staff - Its All Included!

Truly Flexible CRM that bends to your Needs!

Our software was designed to be configured to the way you work, which is what makes it so powerful and intuitive.

- Agency Defined Request Types and Categories
- Fully searchable Knowledge Base with Integrated Request Functionality
- Customizable Automated Email and Push Notifications
- Automatic Address and User Tracking to Easily See Previous Requests for a Specific Citizen or Address
- Highly Customizable assignment Rules allow for Even the Most Complex Engagement Rules to be Followed
- Map Views Available for Work Planning and Trend Spotting
- Both Out of the Box and Customizable Reporting that can be run using user defined criteria and output in a variety of formats
- Specific Input Form for individual request types



More Than Just Potholes!

While filling a Pothole is a common and effective use of our CRM solution, this frequently used example only scratches the surface of what you can accomplish with GORquest®

- **Branded Mobile App**– While the Mobile App is certainly a useful tool for citizens to submit service requests, it can also be used to showcase anything that you as an agency want to give your citizens quick and easy access to. Our collection of applets offer a wide variety of ways to make often sought out information and services readily available at your citizens fingertips!
- **IT Ticketing/ Facilities Management**– The system offers 'internal' request types, which are only available for view and submission by agency staff when logged in. Users can easily create requests types for IT ticketing or Facility Management and use GORquest® to replace costly internal, process specific systems.
- **Public Records Requests**– Keep up with open records laws by tracking FOIA, OPRA and other public record requests from citizens.
- **Agency Specific Programs & Services** - GORquest® helps our customers manage unique use cases including ride sharing, building inspections and health inspections.

Integrations

We learned that sharing is one of the most important parts of helping our customers. This is why we have built integrations into systems where it counts. Some common ones include:

- **ESRI ArcGIS**- integration validates addresses entered into the system against your GIS system. We also can use other data and map layers like districts, wards and more to enhance the workflow and reporting delivered to your agents and citizens.
- **Cartegraph**- our integration with Cartegraph can automatically transmit your requests into that system for work and then push the data back to the citizen through our system, including when the issue is closed.
- **LDAP / Active Directory** - another password is the last thing any of us want. With our LDAP integration we can sync up users and permissions and authenticate against your Active Directory so you don't have to do extra work or remember another password.

Support and Training You Will Love ♥

Our goal is to make you love our company at every encounter. We have a mature process and experienced staff that will be able to provide expert advice and assistance every step of the way.

- **Expert Advice** providing analysis of your service request types, workflows and reports using industry best practices to make your job as easy as possible.
- **Project Management** - your dedicated project manager will track and monitor your progress throughout the project.
- **Configuring** creating a list of request types, launching the mobile app, building a beautiful iFrame, customizing fields and forms, creating email templates, customizing reports and more.
- **Training Library** - As we train you, we will produce a library of videos and documents specific to your agency. These videos can be used for onboarding future staff or just going back to get a refresher on more advanced stuff. But don't worry - we are always willing to give additional training as you need it.
- **Staff Training** is our favorite part because we know you are going to love what you see and how easy it is to use. When we hear "ooh's" and "aah's" then we know we are doing our job.

“ *With the ability to contact residents directly on the platform, our employees are more efficient in resolving service requests than before...* ”

- Paolo Beltran, City of Lakewood, CA

About GOGovApps

GOGovApps specializes in providing CRM and Code Enforcement software to local governments of all sizes. Our long history and experience working with hundreds of government agencies across the country really shows in the products and services we provide. We built our software from the ground up working with the departments and staff that now use our products every single day.