

COMCATE

Powering the Gov to Citizen Communication Link

eFeedbackManager CRM/Request Tracking Software for Local Governments

From the leading provider of CRM/Request Tracking Software for public agencies



ENHANCE DECISION MAKING

IMPROVE CUSTOMER SERVICE



INCREASE STAFF EFFICIENCY

MANAGE 311 NON-EMERGENCY REQUESTS

www.comcate.com



eFeedbackManager (eFM) helps local governments more effectively manage internal and external requests, manage projects and staff, and interact with elected officials.

Our Customer Relationship Management (CRM) software captures, routes, and manages all forms of requests. With its easy to use web interface, the software streamlines routine tasks and allows local governments to initiate community outreach programs.

eFM serves the needs of local governments. Our design team includes current and former government managers. eFM ensures that information is available and governments have the tools they need to serve customers quickly and efficiently.

eFM Benefits

Improve Communication and Access to the City

- Customer can submit requests and review status 24/7.
- Automated correspondence with customers is generated while case is in process.
- Knowledge-based FAQ and educational information are provided.

Save Time and Money on Administrative Tasks

- eFM facilitates internal collaboration with an easy to use interface.
- Case information is accessible to every department and staff member involved with a customer service request.
- Case documents are stored in the database for easy retrieval and review.
- Managers can monitor department workflow, response time, and staff resource allocation.

Elected Official Communication

- Elected Official requests can be reported at a click of a button.
- Auto-reminders and case history provide detailed records of actions responding to requests from Elected Official.

No-Hassle Technology

- Customize software for the agency's specific requirements.
- Web-based interface is easy to learn and use.
- Secure off-site hosting with redundant network, power, and storage facilities.
- No city/agency IT support and maintenance required.

311 Functionality

- Provides centralized customer service platform with single agency phone number.
- Gives customer service reps access to city-wide knowledge base.
- Enables easy request submission, automated routing and extensive case reporting.

"Comcate integrated eFM across all departments to provide a city-wide view of requests and improved our effectiveness at responding."

— City of Lancaster

LOOKING FOR AN ENTRY LEVEL REQUEST TRACKING SYSTEM?

eFeedbackManager Limited Edition is our low cost, easy-to-implement web software designed to make the leader of a public agency more successful.

Cumulative Summary Report

« Back to Set Report Criteria

Report Criteria:

Type of Customer: All

Summary (Percentage by type):

Type	Count	Percentage
Complaints	40	12.3%
Compliment	2	0.6%
Question	277	85.5%
Suggestion	5	1.5%
Totals	324	100%

Topic	Complaints	Compliment	Qu
Animals & Pets > Animal Problem		2	
Animals & Pets > Lobster Fest			
Budgets > Budgeting process		1	
Budgets > Capital projects			
Budgets > Grants			
Citizen Advisory Groups > Airport Advisory Committee			
Citizen Advisory Groups > Board of Zoning Adjustments			
City Clerk > Public Record Request		1	1
City Council > Council meetings agenda		1	1
Code Enforcement > Abandoned or hazardous vehicle	4	1	6
Code Enforcement > Fences		4	4
Code Enforcement > Graffiti		1	1
Code Enforcement > Home Business w/out Permit		2	2
Code Enforcement > Narcotic Abatement	1	1	2
Code Enforcement > Other	2	2	4
Code Enforcement > Property Maintenance	1	2	3
Community Centers > Locations		2	2

CITY OF VENTURA

eFeedbackManager

Search For: By: Case Number

My Cases: City Manager's Office

Date Submitted	Case Number	Customer Name	Description	Status	Age
08/06/2007	17431	Kovell, Christine	City Council - Question ---Original Message--- From: Christine Kovell...	New	1 days
08/07/2007	17417	Jones, John Sanders	City Council - Question ---Original Message--- From: John Sanders Jones...	New	2 days
08/06/2007	17412	Rakow, Nancy	City Council - Question Forwarding FY...	New	3 days
08/02/2007	17382	Williams, Carol Dean	City Council - Question ---Original Message--- From: c.will...	New	7 days
07/30/2007	17329	Roberts, George	City Council - Question Dear Council Member Sullivan...	Pending	10 days

eFM Key Features

Case Management: eFM captures, routes and tracks every interaction with internal and external customers until the problem is resolved. Local governments can respond immediately to all forms of customer communication: email, phone, postal and walk-in inquiries.

Customer Service: Customers can submit and track their inquiry 24/7 via a web browser – no special software required.

Intelligent Auto-Response Emails: After a request is submitted, the customer is sent a customized confirmation email to inform them of the process and manage their expectations.

Work Flow Automation: Each time a customer makes a request, eFM automatically transfers the request to the assigned employee.

Escalation and Notification: Reminders for cases requiring attention are sent based on thresholds set by the staff and managers.

Reporting and Analytics: Rich reports show trends, bottlenecks and response time and can be exported to Excel.

Web Services Toolkit: eFM can integrate with other software through its Web Services Toolkit.

Microsoft Outlook Module: Transfer emails from Outlook to eFM with a click.

IVR Integration: Staff and customers can check and verify request status from a touch-tone phone at any time with our optional interactive voice response module.

GIS Integration: Optional GIS module supplies address verification and matches case location to Assessor Parcel Number (APR) and legislative district. Generate graphical overlays of violation data on street, city, or regional maps with ease.

Survey Results

- 100% of new users agreed or strongly agreed they spend less time looking for customer contact information.
- 86% of the users agreed or strongly agreed that using eFM is an improvement in their department.
- 83% of the users said that eFM makes them more efficient.

"We consider Comcate eFM to be crucial to achieving a 360 degree view of our citizens, allowing us to better serve their needs."

— City of Ventura

"Implementation of Comcate's products was easier and faster than I could ever have imagined."

— City of Rocklin

"Within an hour I was using the program and providing better customer service to our community!"

— City of Lancaster

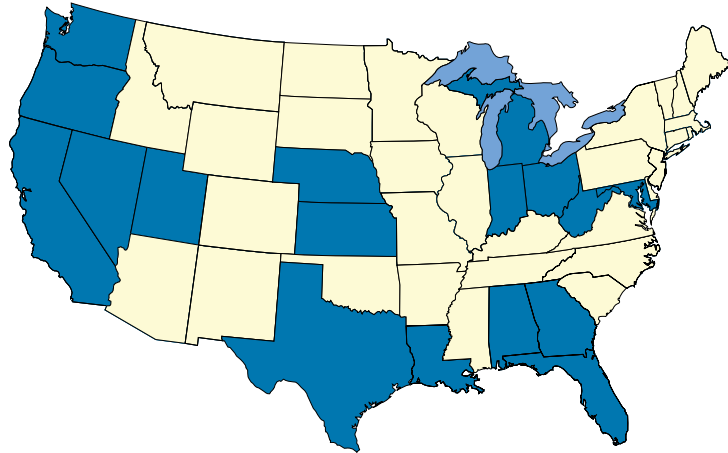
"As a new City employee, eFeedbackManager was already being used in Menlo Park prior to my arrival. As a testament to its ease of use, I did not need hands-on training to be up and running and responding to requests. Within an hour I was using the program and providing better customer service to our community!"

— City of Menlo Park

Contact Us

Comcate, Inc.
41 Sutter Street, Suite 1848
San Francisco, CA 94104
T: (415) 249-4904
F: (415) 948-2162
info@comcate.com
www.comcate.com

Comcate Clients (Blue States)



Over 150 Agreements with Public Agencies — Sample Client List

Alameda, CA	Yuba City, CA	Henderson, NV
Beverly Hills, CA	Green Cove Springs, FL	Cascade Locks, OR
Burlingame, CA	Marco Island, FL	Wichita Falls, TX
Laguna Niguel, CA	Morrow, GA	St. George, UT
Lancaster, CA	Rushville, IN	Spokane, WA
Pomona, CA	East Grand Rapids, MI	
Rocklin, CA	Kearney, NE	

Selected Counties

Sonoma County, CA	Del Norte County, CA
Orange County, CA	Clayton County, GA

Designed for Local Government

• Customizable

Our eFM software is completely customizable to fit the working environment and needs of local governments. Reports and functionality are tailored according to your specifications so the system works more efficiently.

• Integrations

Our software integrates with existing software and programs used in many governments. Its easy to transfer data from existing systems into eFM.

• Easy to Learn and Use

eFM is easy to learn and use, and extensive self help screens make troubleshooting a breeze. Onsite training is a central component to the implementation program.

• No-Hassle Technology

With affordable and secure system architecture using ASP-based technology, Comcate hosts, manages and maintains the eFM application. Our technical staff monitors and maintains the system at our secure data center in Santa Clara, CA.

About Us

Comcate is a leading provider of web-based software for local government agencies throughout the US. With over 150 agreements with public agencies and an exclusive focus on the local government sector, we build software to solve local agencies' citizen communication and management problems. Comcate is headquartered in San Francisco, CA and was founded in 2001.