



## More California Public Agencies Continue to Select Comcate

### **Comcate CRM Software Used for 311 Non-Emergency Request Management, to Improve Efficiency and Customer Service**

Comcate, Inc., located in San Francisco, California, provides more California public agencies with Customer Relationship Management software than any other vendor, with over 165 agreements signed and thousands of users nation-wide.

Comcate's California CRM clients include the cities of Rocklin, Pleasant Hill, Pomona, Beverly Hills, Laguna Niguel, Ventura, Cupertino, Redondo Beach, Menlo Park, Thousand Oaks, Saratoga, Lancaster, Sierra Madre, Rancho Cordova, Alameda, Fairfield, Yuba City, La Habra, Richmond, Corte Madera, Pismo Beach, Yorba Linda, La Canada Flintridge, Ventura, the Santa Clara Valley Water District, and the counties of Orange and Sonoma.

Comcate's eFeedback Manager CRM software is widely regarded as easy to use and Comcate is well known for its own excellent customer service. Comcate eFM improves efficiency and the quality of service that can be provided by public agency clients with automatic case and task assignment, auto reminders and workflow management infrastructure. Its advanced reporting functionality can be used highlight issues and provide objective data for resource allocation and insight into citizen areas of interest.

Non-emergency 311 request management is centralized with a central database and inter-department best practice case management procedures can be implemented. Outbound communications to citizens can be customized to improve citizen engagement and citizens can be kept apprised of issues ranging from impending legislation to up-to-the-minute emergency status alerts regarding fires being fought in their community and emergency procedures.

For more information, a personalized presentation or customized demo, please email [info@comcate.com](mailto:info@comcate.com) or call (415)249-4904.

