



Mountain View, CA Will Use CRM Software to Better Respond to Citizen Needs

Comcate Software Selected for Excellent User Interface, Ease of Request Submission, Tracking and Reporting

The Challenge:

Situated in the heart of Silicon Valley, the City of Mountain View has a culturally rich and diverse community. The City's 74,000 residents largely work in the high tech industry and expect sophisticated communications infrastructure and responsiveness from their city management. City Management conducted a rigorous RFP process to evaluate Customer Relationship Management software to improve customer service and transform their website into a multi-lingual citizen request portal.

The Solution:

Comcate eFeedback Manager was selected for its excellent citizen and staff user interface and ease of use. The customizable reporting functionality keeps staff accountable and ensures that all requests are managed to satisfaction. The multi-lingual request submission and reporting capabilities will greatly reduce staff time spent managing citizen requests.

Summary:

The City of Mountain View selected software that will substantially improve efficiency and customer service. For more information on Comcate CRM software, please email info@comcate.com.