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County Aides to Supervisors Keep Staff, Citizens Informed with Comcate

Software Helps County Board to Be Responsive to Constituents and Coordinate between Departments

The Aides to the Board of Supervisors in the County of Monterey use Comcate eFeedback Manager software to be responsive and accountable to their constituents. Constituent communications and requests are recorded, managed and reported on using Comcate's automated customer relationship management solution.

The centralization of constituent communications helps the offices of the county's five Supervisors work together and with other departments. Comcate's automatic case assignment and auto-reminder functionality help keep staff responsive and accountable to constituents. Board Aides also utilize Comcate's email functionality to easily update citizens on the issues in which they have expressed interest.

"Comcate eFM is an excellent way for staff to keep elected officials informed on the issues that are affecting the community and to keep the community informed on the issues that they care about."

– Wendy Askew, Board Aide, County of Monterey

The California Counties of Monterey, San Mateo, Orange, and Sonoma are all satisfied Comcate clients. For more information on Comcate software, email info@comcate.com.