

# Engaging Citizens With Comcates eFeedback Manager

Creating the ideal citizen experience is all about delivering the right information, at the right time. You want to engage your citizens, but you need tools that expand citizen communications without busting your budget. Here are a few steps to the solution that will engage your residents and improve community living.



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Gather information from your residents using new technology, including online forms, mobile apps and digital surveys.

Measure your success engaging citizens, and strive to improve communication.

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2

Put the citizen in the driver's seat. Give them the power to upload complaints or request records from their smart phones.

Track every interaction with your residents with Comcate's eFeedback Manager.

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3

Empower employees to respond to citizens. A centralized communication tool keeps everyone informed, from citizens to every department affected by an issue.

Automatic updates and reminders in eFeedback Manager keep both citizens and agency staff up-to-date.

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Engage your citizens in a proactive way. When budget cuts result in hard decisions, online surveys help you find out what is important to your residents.

Improve communication with citizens with prompt, informed dialogue, centralized in a streamlined cloud-based software system.

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Source:  
<http://www.oracle.com/us/products/applications/8-steps-cust-exp-gov-wp-1560471.pdf>