COMCATE
Empowering Communities and
Citizens Through Technology

eFEEDBACK MANAGER

Request Tracking Software for Public Agencies

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

Our Request Tracking software captures, routes, and manages all forms of requests. With its easy to use web interface, the software streamlines routine tasks and allows public agencies to initiate community outreach programs.

eFM serves the needs of public agencies. Our design team includes current and former government managers. eFM ensures that information is available and public agencies have the tools they need to serve customers quickly and efficiently.
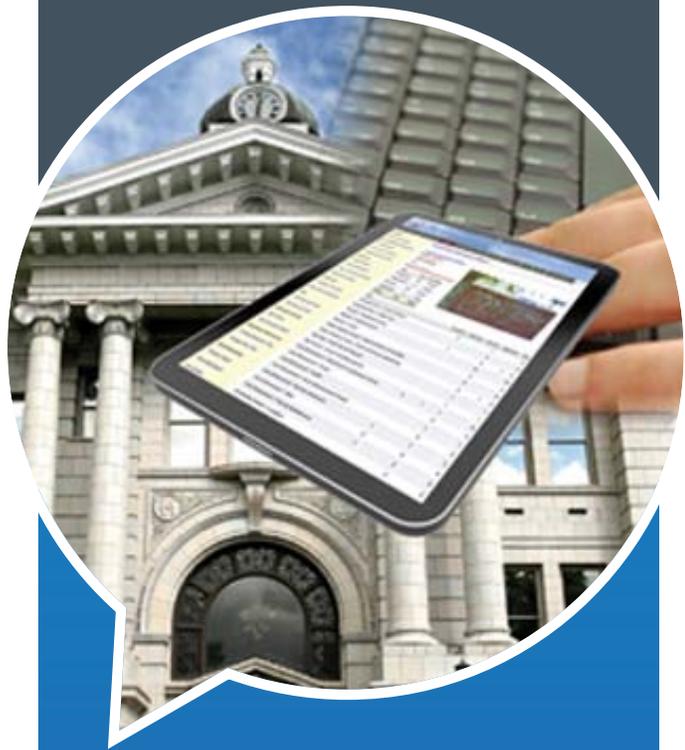
"Comcate integrated eFM across all departments to provide a city-wide view of requests and improved our effectiveness at responding."
— City of Lancaster

"Comcate Citizen Mobile Access helps us create a more interactive relationship around those issues and services of interest to the community.

— Rick Kitson,
Public Environmental Affairs Director, City of Cupertino
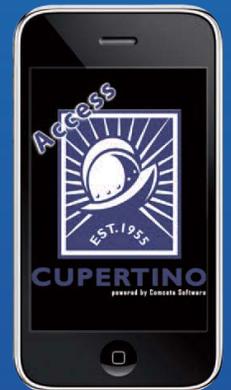
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eFM Benefits

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.
- Comcate Citizen Mobile Access allows citizens to use their iPhone, Android, and tablet devices.

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 Cloud Technology

- Customize software for the agency's specific requirements.
- Web-based interface is easy to learn and use.
- Secure cloud hosting eliminates the need for hardware, software, and IT resources.
- Software as a Service (SaaS) model allows flexibility and increased performance.

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.
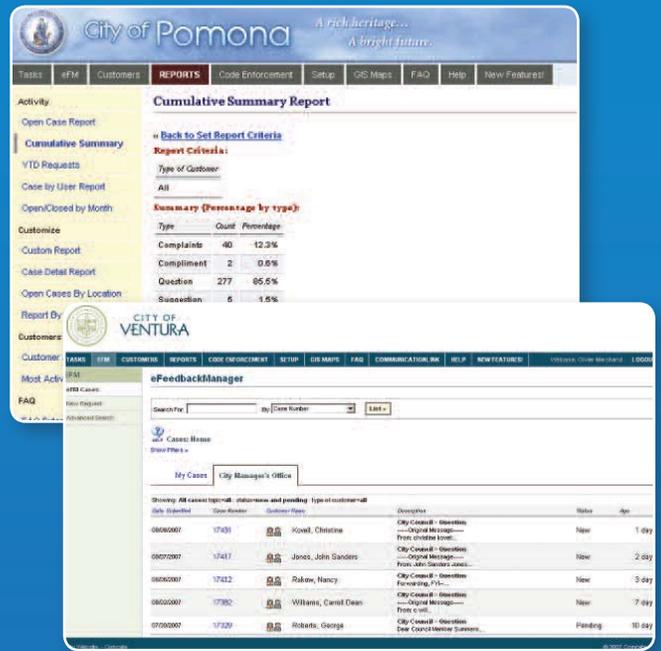
eFM Key Features

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

Mobile Access: The Comcate Citizen Mobile App allows citizens to use their iPhone, Android, or tablet devices to just point, click, and submit real-time information and feedback.

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.

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

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

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.

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About Us

Comcate is a leading provider of web-based software for public agencies throughout the US. With over 250 agreements with public agencies and an exclusive focus on this 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.

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Comcate Clients (Blue States)

Over 250 Agreements with Public Agencies

Sample Client List

Alameda, CA	Rocklin, CA	Henderson, NV
Beverly Hills, CA	Yuba City, CA	Wichita Falls, TX
Burlingame, CA	Marco Island, FL	St. George, UT
Laguna Niguel, CA	Morrow, GA	Spokane, WA
Lancaster, CA	Rushville, IN	
Pomona, CA	Kearney, NE	

Selected Counties

Polk County, FL Del Norte County, CA
Orange County, CA Clayton County, GA

Designed for Public Agencies

Customizable

Our eFM software is completely customizable to fit the working environment and needs of public agencies. 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 public agencies. 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 Cloud Technology

With affordable and secure cloud architecture.

comcate.com