

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.

Type	Count	Percentage
Complaints	40	12.3%
Compliment	2	0.6%
Question	277	85.5%
Suggestion	5	1.5%
Total	324	100%

Case Number	Customer Name	Description	Status	Age
08060007	Kovell, Christine	Original Message - From Christine Kovell	New	1 days
08070007	Jones, John Sanders	Original Message - From John Sanders Jones	New	2 days
08060007	Rakow, Nancy	City Council - Operations Forwarding P1...	New	5 days
08060007	Wilkins, Carol Clean	Original Message - From Carol Wilkins	New	7 days
07080007	Roberts, George	City Council - Operations Ever Courthouse Summe...	Pending	10 days



No Hardware or Software to Install

Comcate hosts your software in the cloud to ensure 24/7 web access and connectivity, with robust network and power redundancies and round-the-clock system monitoring. Your agency does not have to purchase any new hardware or software.

Comcate's eFeedback Manager web-based software simplifies the resolution of violations and cases, provides powerful case management, and improves citizen awareness and compliance.

Easy to Implement, Easy to Use

eFeedback Manager is customizable to meet your agency's specific needs. It is user-friendly, intuitive and requires just one hour of training to get started.

Local Government Program Expertise

Comcate brings over 10 years of experience implementing municipal programs. Comcate expertise allows for effortless integration between the eFeedback module, citizen engagement, and case reporting.



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.

Work Flow Automation

After a request is submitted, eFM automatically sends the customer a customized confirmation email to inform them of the process and transfers the request to the assigned employee.

311 Functionality

Provides centralized customer service platform with single agency phone number. Gives customer service reps access to city-wide knowledge base.

Mobile or Web Access

Customers can submit and track their inquiry 24/7 via a web browser – no special software required. Or 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.

Reporting and Analytics

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

API Web Services Toolkit

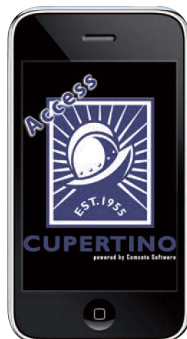
eFM can integrate with other software through its Web Services Toolkit.

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.

“Within an hour I was using the program and providing better customer service to our community!”

— City of Lancaster



At Comcate, we believe in empowering public agencies.

Founded in 2001, Comcate offers cloud-based solutions for governments and local municipalities that deliver results. Comcate solutions help agencies effectively execute crucial programs, efficiently manage their assets and improve service to local citizens through program-based offerings. Drawing on the expertise of retired city managers and Silicon Valley technologists, Comcate promotes improved productivity and cost savings for local government while enhancing community involvement for their residents.

Comcate supports the functions of local governments providing outstanding service to their communities in more than 30 states and logs over 20,000 client cases each month. As a leading national provider of customized agency solutions, Comcate offers cloud-based citizen engagement, code enforcement, animal control, public records management, permits and more, delivering software that is affordable, easy-to-use and promotes interaction between agencies and citizens through advanced mobile technology.

COMCATE

Empowering Communities and Citizens Through Technology

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