Transform Citizen Service and Support

Serviceaide for Municipal Services solution (SAMS) is a highly customizable work and service management platform that helps municipalities efficiently manage and automate a wide range of business and service functions. It is a 360 degree solution covering citizen requests for municipal services; to department workorder management and service delivery; to centralized reporting.

SAMS was designed to meet the needs of state and local government leaders, workers, and citizens. From citizen requests through your webiste or mobile app to call center support, SAMS makes it simple to get help. For work department heads and field services we make it easy to manage and track orders and service completion.

The configurable, single-solution suite provides business process management and automation, allowing collaboration and accountability, therefore enabling comprehensive reporting to leadership of the entire organization. The SAMS includes different application modules with a single solution.

MEETING MUNICIPAL SERVICES NEEDS

Serviceaide for Municipal Services solution is available in different packages depending on the organization's need.

SAMS CRM for citizen request management

· Citizen Service Requests
· Citizen Knowledge and FAQs
· AI-Powered virtual assistant
· Mobile app
· Self-service web-based portal
· Surveys and announcements
· Citizen dashboard and reporting

SAMS Work Management including resource management and workflow

· Task Management
· Workflow Automation
· Resource and Time Accounting
· Virtual Agent and mobile application
· Leadership dashboards and reporting

SAMS includes additional features to allow municipalities to customize their solution, including:

· Asset Management (and ESRI integration)
· Residential and Commercial Permitting (includes reservations, payments)
· 811 or dig requests and processing
· Compliance and code enforcement
· Contract Management
· Fee Processing Integration
· Preventive Maintenance
· Integration across applications and communication channels

SAMS IS A COST EFFECTIVE AND INTEGRATED SOLUTION, WITH BENEFITS ACROSS AUDIENCES.

Citizens can access municipal resources on the mobile app.
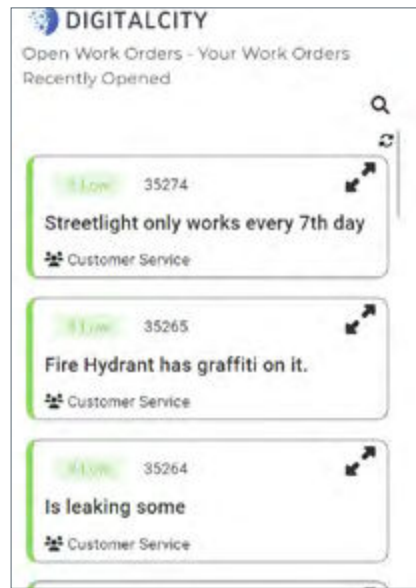
Citizens can request services and check on their open work orders on the go.

For Citizens: Local government becomes easier to work with. Citizens have the choice on how they choose to interact with the local municipality. SAMS supports multiple communication channels from calls, emails, text, a web interface, and a mobile app. Self-service and a virtual agent are available to add to the website for ease of use. Information is available and transparent. Citizens can track a request and understand where work is in the process.

Municipal employees have a simple screen showing the status of work orders submitted.

A detailed dashboard shows status of important metrics for government leadership and department management.

For Customer Service Representatives: Access to tools and information is readily available to quickly respond to requests. Routing work orders is streamlined as different departments can easily track from one central location. Self-service tools can extend the hours of a call center and provide holiday coverage.

For Local Government Workers and Departments: Frequent questions can be answered on your behalf, so you focus on work orders that need your immediate attention. Information can easily be updated and delivered to the public and to your organization's Citizen Request Group. Resource and field management is simplified as work orders come in and are executed. For department heads, reporting is available to provide an overview of resources, project completion, budgets, etc.

For Local Leadership: SAMS allow you to manage citizen requests and municipal services more effectively. A customizable dashboard provides executive level reporting for visibility and assessment of city management. While your department managers focus on fielding requests and completing work orders, you have an overall assessment of your municipality and can see reports, trending data and key metrics to understand both the health of your municipality and citizen satisfaction. SAMS reporting and data can provide important insight to citizen happiness, visibility into service requests and popular services, as well as budget management and service level achievements.

Enhanced Citizen Service with an AI-Empowered Virtual Assitant

Unlike other municipal CRM and work management solutions, SAMS comes with an AI-based virtual assitant. In addition to online, self-service access, local municipalities have the option of providing a virtual agent to interact with citizens (and internal workers) to help provide information, assist in requests and automate both service and status checks. The virtual agent is intelligent agent and blends machine-driven support and human-based experiences.

Regardless of the size of your municipality, or the scope of your service management requirements, Serviceaide for Municipal Services has a solution for you. Ask how other state and local governments have successfully improved their operations with SAMS.

The AI powered Luma Virtual Assistant can do things like answer frequently asked questions, help a resident through a permitting process, or assist in submitting a request for service.

For more information on how Serviceaide for Municipal Services solution can improve your approach to citizen service and support, please visit us at www.serviceaide.com/solutions/government or call 1-650-206-8988 to speak with a solutions specialist.

About Serviceaide

Serviceaide is a leader in modern service and support. Serviceaide's vision is to transform service management, across ITSM, business, and customer service. Serving customers worldwide, Serviceaide applies breakthroughs in artificial intelligence, machine learning, and natural language processing to deliver better experiences, provide enhanced selfservice and empower service owners. Serviceaide transforms service through digital labor conversations, automation, and knowledge. For more information, visit www.serviceaide.com.