About Frequency Foundry

The Foundry is a Microsoft Gold Cloud CRM partner with locations across three continents building and delivering solutions for the higher education and public sector verticals. In addition to Signal, the Foundry's offerings for local governments include:

grantworks

A full life cycle grants management solution that includes a grantee portal, integration to financials, and outcomes tracking.

Prosper

A comprehensive economic development solution that includes trade mission support, a mentoring framework, and incentive management.

FREQUENCY FOUNDRY

MORE SIGNAL. LESS NOISE.

A PROUD PARTNER OF

AMO Association of **Municipalities Ontario**

CONTACT US

Scan to book a free demonstration today

www.frequencyfoundry.com
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SIGNAL

311 CRM and Citizen Engagement Solution

FREQUENCY FOUNDRY

Signal for Microsoft Dynamics 365

Built on Microsoft Dynamics 365 and hosted in Microsoft's Azure cloud infrastructure, Signal is a 311 CRM and citizen engagement solution that enables automated and modernized citizen service delivery for local governments.

Signal is powered by both the Microsoft Common Data Service and AI services, and provides the tools to streamline citizen communication channels with back-office management processes to utilize resources efficiently and promote positive citizen experiences.

SERVICE REQUEST MANAGEMENT

CITIZEN SELF-SERVICE PORTAL

MULTI-CHANNEL CONTACT CENTER

GIS INTEGRATION

SOCIAL MEDIA INTEGRATION

MOBILE CAPABILITY

WORK ORDER MANAGEMENT

REPORTING & STATISTICS

FIELD SERVICES

Engage. Analyze. Act.

Signal not only **engages** citizens; it also allows users to **manage** and **act** upon citizen requests in a timely manner. Signal's Citizen Insights module allows for proactive citizen engagement that includes notifications, maintenance predictions, and sentiment analysis.

These features enable local governments to effectively address citizen concerns, scheduling, and field service work orders.

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- ✓ Bundled multi-channel contact centre
- ✓ 360-degree view of citizen and service areas
- ✓ Powerful Citizen Insights and service delivery
- ✓ Efficient distribution of service requests and work orders
- ✓ Extensive workflow and business rule capabilities
- ✓ Call recording and chat transcript capabilities