311 CRM and Citizen Engagement Solution

Overview

Signal is a 311 Service Request Management and Citizen Engagement solution built on the Microsoft Dynamics 365 Customer Engagement & Power Platforms and hosted as a SaaS in Microsoft's Azure cloud infrastructure. Leveraging inheritances from Microsoft Dynamics platform and Azure cloud infrastructure, Signal provides unprecedented reliability and scalability, and best-in-class security and privacy features.

The Signal CRM solution manages municipality service requests/incidents through a configurable, intuitive solution supporting omni-channel citizen engagements, virtual agents, chat bots, in-person, web-chat, text messaging, phone, or email-based service desks and branded multilingual citizen web portals.

Signal integrates with both municipal systems of record and open public data to aggregate, monitor, and report all constituent engagement data, which provide a true and holistic 360-degree view of citizens and other constituent partners. By ensuring that all engagements are captured, managed, and secured within a single solution, Signal increases the agility of analyzing and responding to requests/cases while enhancing the citizen experience.

SIGNAL

About Frequency Foundry

The Foundry, as an active Microsoft Gold Cloud CRM partner, builds and delivers solutions for higher education and public sector verticals. In addition to Signal, the Foundry's offerings for local governments include:

Record Management
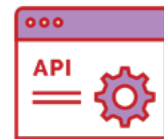360-degree view of citizen records as they relate to claims

Case Management
Robust case management functionality to ensure smooth resolutions

Self-Serve Portal
Applicants can request or view cases through self-serve citizen portals
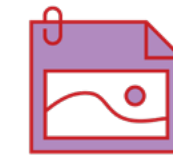
Multimedia Files
Citizens can attach a photo or other media files to their claims

Dashboards
Instantly track key metrics in real time with pre-built dashboards

Geolocation
Signal captures geolocation data

Integrations
Full integration with legacy platforms through a secure API

Mobile Capability
Signal has full mobile application functionality and works in disconnected areas

Reporting and Statistics
Report Wizard to provide users with real-time reporting

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360-degree view of citizen and service areas

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- Bundled multi-channel contact centre

- 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

Contact Frequency Foundry to book a free demonstration today!

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