

# Modern Citizen Experience

## A Rapid Start Accelerator Solution

Get up and running in as little as 4 - 6 weeks

Let's Connect

### Citizen Experience powered by Oracle CX Cloud

Provide a modern personal citizen experience through a packaged enterprise class solution, designed, and configured for cities and municipalities.



#### Web Customer Service

- Web Self Service
- Social Self Service
- Email Support
- Live Chat
- Co-browse
- Smart Engagement



#### Cross Channel Contact Center

- Case Management
- Guided Resolution
- Customer Engagement
- Social Contact Center
- Agent Mobility
- Unified Agent Desktop



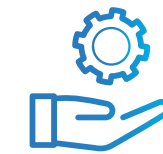
#### Knowledge Management

- Content Authoring
- Semantic Search
- Guided Knowledge
- Knowledge Analytics
- Integrated Apps
- Knowledge APIs



#### Policy Automation

- Dynamic Interviews
- Rule Modeling
- Compliance Management
- Policy Lifecycle
- Policy Service
- Policy Analytics



#### Field Service Management

- Dispatch & Monitoring
- Mobile Access
- Team Collaboration
- Capacity Management
- Workforce Routing
- Customer Connection



#### Service Cloud Platform

- Experience Management
- Extensibility & Integration
- Hosting & Operations

### What You Get – in 50 days for \$50K!

#### Core Features

- Omni-channel communications
- E-mail, chat, phone, web portal
- Powerful and flexible knowledgebase
- Citizen self service portal
- Full featured contact center agent desktop
- Business workflows
- Incident/issue management
- Reports and dashboards
- Customizable user profiles
- Multiple department usage
- Integrated into city's website look & feel
- Survey and feedback tools
- Mobile ready
- Active Directory (SAML) integration
- 24x7 support
- Cloud based solution
- High uptime
- Backup and disaster recovery
- One language
- Rapid implementation included
- Complete "train the trainer" program

#### The Benefits

- Provide citizens with their communication of "choice"
- Allow citizens to give their "voice of the customer", via surveys and feedback
- Give the citizen a way to log and track issues & complaints easily via the web, including GIS locations
- Allow the city to analyze trends and statistics of their citizen interactions
- Dashboards will allow the city to better track and manage requests and incidents
- Will give the city staff ability to quickly and effectively solve citizen requests / issues
- Workflow will streamline the city's internal processes resulting in cost reductions and faster response times
- The citizens will have a much better experience when interacting with the city 24 hours a day
- Contact center agents will become much more effective at handling citizen requests using e-mail, chat and phone channels
- Reduce the number of inbound citizen phone calls for basic information by leveraging the on-line knowledgebase

#### Covid Support Features



Schedule a Consultation with Mastech Infotrellis Experts



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#### Let's Get in Touch

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