

The first citizen request management solution integrated with Microsoft business solutions

# Simplify the citizen's requests management with Civio 365

The Civio 365 application by Gestisoft is a 311 solution that offers you a quick and preconfigured implementation to get you up and running quickly and on your way to success with the Microsoft Dynamics 365 application.



# Improve the experience of your citizens with Civio 365.

Offer exceptional service to your citizens while optimizing the workflow of your 311 agents. Our citizen request management solution, based on the Microsoft Dynamics 365 platform, gives you the tools to centralize information on citizen requests, open new communication channels with stakeholders and offer a self-service platform to your citizens, which will allow you to raise your quality of service to a higher level.



# Offer an intuitive self-service portal to your citizens



## **Reduction in the number of calls**

Offer your citizens several communication channels, adapted to their preference (phone, email or chat), while centralizing requests in one place.

## **Communications automation**

Automate several functions like follow-up emails, automated responses, and cases assignment to the involved teams.

## **Real-time visibility**

Offer real-time visibility to your citizens, but also to your elected officials, by allowing them to consult the status of their citizens' requests.

## **Proactive response**

Support your citizens by answering their questions through frequently asked questions (FAQ), a chat service, and an easy-to-access knowledge base.



# Manage efficiently your citizen's requests, suggestions, and complaints

## **Quick access to request's history**

Civio 365, based on the Microsoft Dynamics 365 platform, allows your 311 agents and managers to have a quick view of all omnichannel communication. At each citizen's request case level, this timeline allows quicker and better case management and update.

## **Reporting and dashboards**

Make strategic, efficient, and quick decisions, based on analytics and dashboards. Civio 365, helps you generate reports and easily follow-up your citizen's requests answering.

## **Control and minimize 311 agency budget**

Civio 365 helps cities to better manage and minimize the 311-call center budget, by decreasing the number of inbound calls, avoiding duplicated citizen's requests, automating workflows, and much more!



# Optimize the work of your 311 agents and your teams in the field

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## Increased efficiency

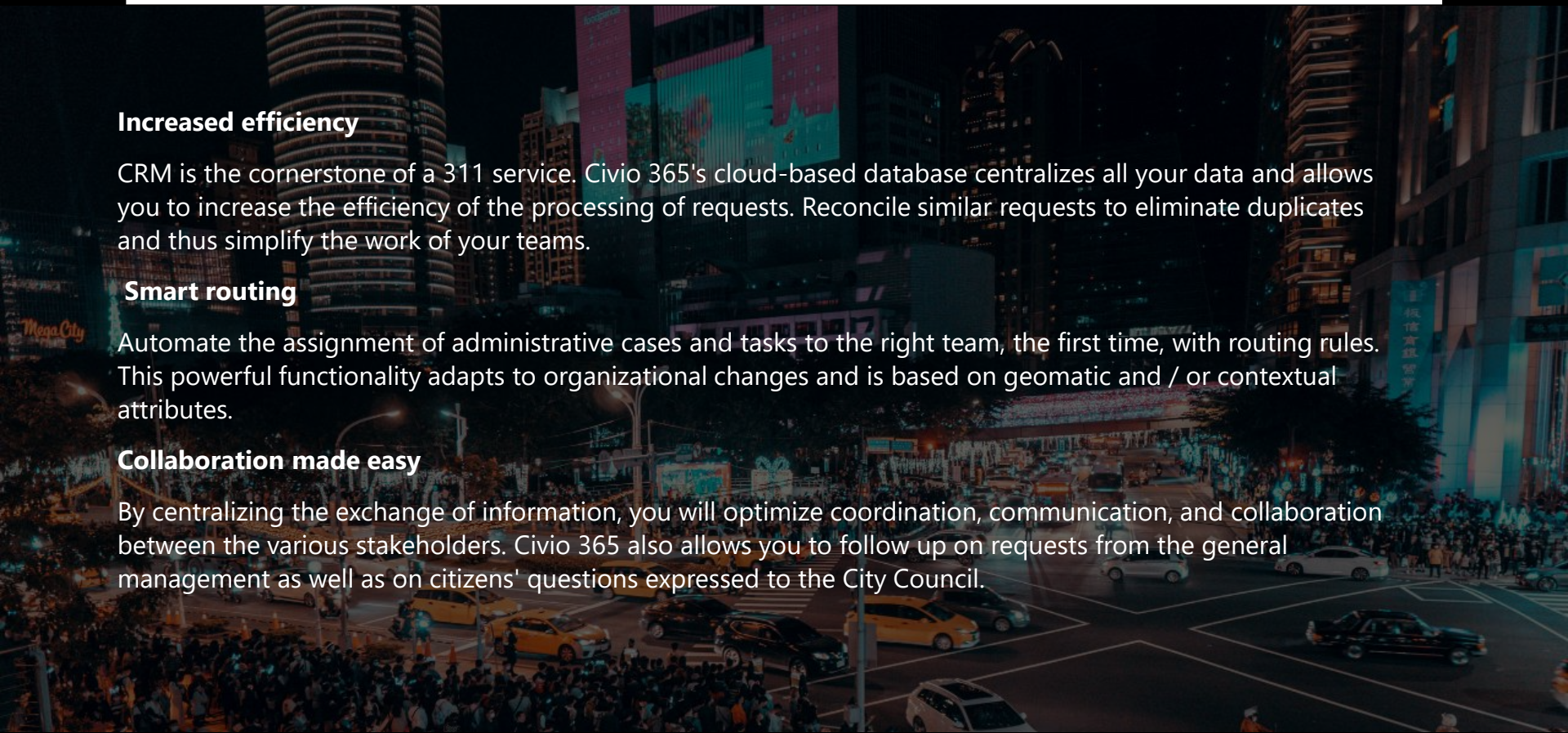
CRM is the cornerstone of a 311 service. Civio 365's cloud-based database centralizes all your data and allows you to increase the efficiency of the processing of requests. Reconcile similar requests to eliminate duplicates and thus simplify the work of your teams.

## Smart routing

Automate the assignment of administrative cases and tasks to the right team, the first time, with routing rules. This powerful functionality adapts to organizational changes and is based on geomatic and / or contextual attributes.

## Collaboration made easy

By centralizing the exchange of information, you will optimize coordination, communication, and collaboration between the various stakeholders. Civio 365 also allows you to follow up on requests from the general management as well as on citizens' questions expressed to the City Council.





# 311 and citizen request management software ?

## **Unified user experience**

Give your team of 311 agents a unified user experience where they find all the information and functions, they need in one place.

## **Use of self-service tools**

With Civio 365, you will be equipped with a self-service portal including knowledge base management and community management functions.

## **Web and mobile citizen portal**

Offer a user-friendly platform to your citizens and enhance the citizen experience by implementing the best 311 solution.

## **Multichannel communications management**

Civio 365 offers a unified platform for your 311 agents to deliver a positive and personalized experience to your citizens.

## **Avoid duplicated citizens' requests**

With Civio 365, your 311 and field agents' team will save time avoiding processing the duplicated citizen requests.

## **Personal data security**

Benefit from centralized and highly secured Microsoft databases to protect your citizen data.



# Why choose Civio 365 as your citizen's request management solution?



Gestisoft has developed its Civio 365 solution to allow you to get started quickly with a complete CRM solution, Microsoft Dynamics 365, adapted to the reality of Cities and to the needs of citizens. Benefit from the expertise of our advisors and the business intelligence acquired by our team during our numerous projects in collaboration with various municipalities.



# Is Civio 365 safe for my citizens' data?

Civio 365 has a level of security that allows you to ensure that elected officials see only the information they need to effectively respond to their fellow citizens. The solution allows you to protect your citizens' information in a secure and organized place in Microsoft PowerApps.

In addition, you can establish user roles to limit access to your citizen request management software, but also against data theft. With its hosting in Canada, its SLA level at 99.9%, its redundant backups, the best ISO 27001, SOC 1, SOC 2, FedRAMP, UK G-Cloud, PCI DSS, HIPAA security certifications as well as its technical support, Civio 365 is a safe place for your citizens.



# Gestisoft

 **Microsoft**  
Gold Partner

## **Why bet on Gestisoft as your transformation partner?**

We understand the reality you encounter daily, as well as the human and technological challenges that an e-transformation project implies, having been in business for over 25 years and having amassed a lot of invaluable knowledge in the field of technology solutions. We have implemented hundreds of business tools across a wide range of sectors, and we understand how difficult it can be to share vital information across numerous teams.

As a result, Gestisoft developed the Civio 365 solution to assist you in swiftly implementing Microsoft Dynamics 365, a comprehensive citizen request management system geared to the reality of cities and the needs of their communities. We invite you to make the most of our specialists' knowledge and the expertise we have gathered via our team's various initiatives in collaboration with other cities in the past.

Get started today: Need help to accelerate your e-transformation? Take an appointment with our consultants.