

Calls for Service



Local Governments are becoming increasingly challenged with the need to be both responsive and accountable to the public. Tempest's Calls for Service system provides a sophisticated tracking tool of externally or internally generated service or complaint requests for entry, service or follow-through. It addresses the needs of a municipality struggling with risk management alongside improved customer service and responsiveness. By providing a full workflow tracking system, the municipality can be assured that constituents' requests or complaints are recorded and managed, mitigating risk and ensuring timely follow up. The system can be integrated with your Local Government 3-1-1 initiatives, where requests can be managed from call entry, transfer and follow up to completion. The system uses workflow processing to track notes, correspondence, repetitive tasks and transfers to other departments. The Calls for Service system is linked with the Tempest Land system allowing for address validation and requestor retrieval as well as with your GIS system to provide visual access for property selection and consolidation of calls in a geographic area. It also provides higher than normal security, allowing all departments to use the same database while minimizing security risk by keeping inquiry and maintenance privileges assigned by department.



"The most important issue is that our end users are happy with the Tempest system. The modules are consistent and user friendly. Implementation was smooth and easy once our information was available. Tempest is great to work with and we have found their on-going support unmatched...They have a fantastic team."

~ Dave Baines
Customer Service Manager
Tempest Manager
City of Lethbridge

Benefits

- Minimize risk by ensuring historical data is kept accurately
- Maximize customer service through efficient workflow tracking and immediate access to information
- Improve customer service, integration to field devices ensures that requests from the public are processed quickly and efficiently
- Improve efficiency using integration to your GIS system where maps can help manage geographic workload planning and route optimization

Bylaws & Ticketing

- Dog Licenses
- Business Licenses
- **Call for Services / Complaint Tracking**
- Municipal Ticketing
- MTI Real Time Interface

Community Development

- Land
 - BC/AB Land Titles
 - FDM Export
 - BC Assessment
 - GIS Interface
- Permits and Application - Prospero
 - eInspections
 - Invoicing and Renewals
- Engineering Services
- Latecomer Agreements

Revenue Systems Management

- Property Tax
 - Local Improvements
 - Pre-Authorized Withdrawals (PAWs)
 - eHOG
- Utility Billing
 - Pre-Authorized Withdrawals (PAWs)
- GL Interface
- Cash Collections
- Web Inquiry
- eCommerce
- MyCity



Features

- Allows for tracking of customer complaints and requests
- Supports full workflow as the call is tracked through entry, transfer, correspondence and completion
- Allows for classification of every possible call type with the Calls for Service Configuration modules
- Tracks all details, including location (civic address or free format), repetitive tasks, bring forward dates and requestor information
- Integrates with the Land module and your GIS system for identification of properties
- Supports free format properties allowing for searches by either civic address, free form or both in the same query
- Includes security, allowing access to calls by department
- Easily identifies frequent callers
- Easily monitors properties with frequent complaints and requests
- Allows for tracking of recurring service requests with automated re-issue dates
- Queries allow for identification of repeat callers and locations
- Supports any file format as an attachment to a service record (documents, images, etc.)
- Allows for geographical workload planning and dispatch management optimization with the integration to industry leading mapping technologies
- Optional integration to Mpowered's Field
- Allows for remote dispatch, tracking and work order generation using hand-held devices

Call Details - Call Number: 250322 Free Form Location: CORNER OF 1ST AVE AND 3RD ST

Application Edit Call Reports

Record # N/A

Workgroup ANIMAL CONTROL Class DOG

Call 250322 Jan 27, 2010 3:45 PM Problem DANGEROUS DOG AT LARGE

Status ASSIGNED Jan 27, 2010 3:46 PM Priority NORMAL

Workorder Generate Jan 27, 2010 Bring Forward

Location/Call Requestor Attachments Activities Follow up Internal

Subject Identity Civic Address

Free Form Location CORNER OF 1ST AVE AND 3RD ST

Dangerous dog identified at location and verified by witness statement from postal carrier

Workflow	Date	Name	Comments
WORKORDER	Jan 27, 2010 3:46 PM	TEMPEST	Workorder Printed
ASSIGNED	Jan 27, 2010 3:46 PM	TIM PERRY	
ENTERED	Jan 27, 2010 3:45 PM	TEMPEST	

Workorder Printed