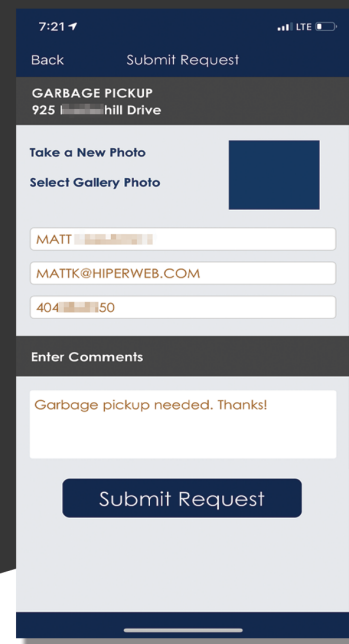
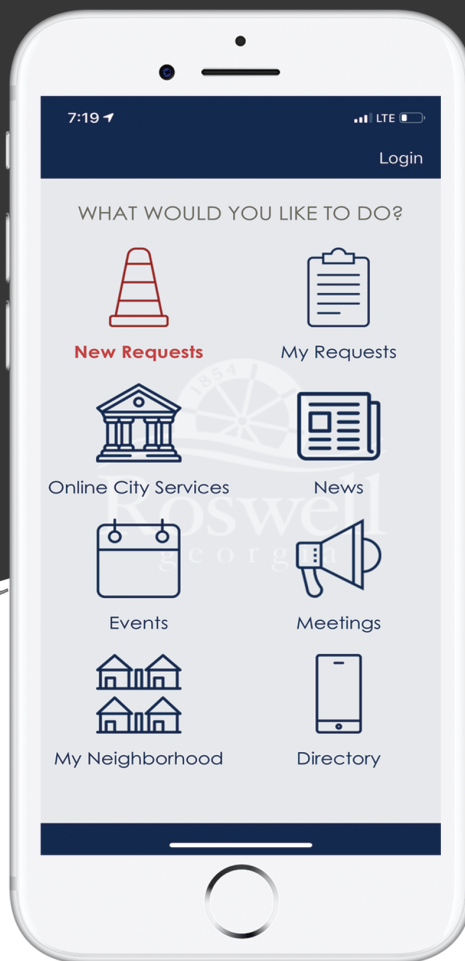
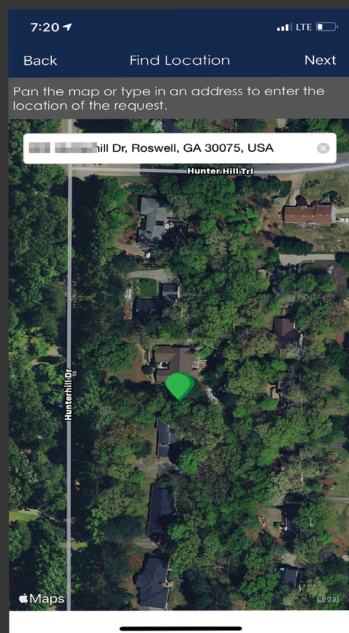


HyperWeb's Citizen 311 Mobile app is a custom-built, Native application that is compatible with both Android and iOS operating systems. Clients can customize the app with their own logos and colors, as well as the features included on the user friendly home screen.



New Requests

Citizens can submit different request types that automatically route to supervisors or staff user groups. Citizens can track their requests and staff will manage requests to completion.

Online City Services

Add and manage links from your organization's website such as Utility Bill Pay, Citations, Park Reservations, Meetings, News, Events and other municipal services.

Location-Aware

Our location-aware technology allows organizations to only accept requests in service areas or specific jurisdictions.

Directory

Manage directory listings of your organization. Citizens can tap and immediately call that directory listing from their phone.

Requests/Reporting

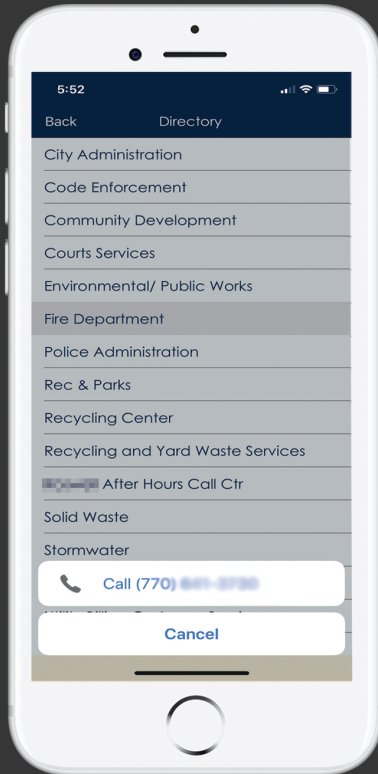
Staff can manage requests, mandatory fields, customized messages, emails and alerts per their department/division. Receive daily, weekly, and monthly reports and view dashboards based on your organizations KPIs.

Registration

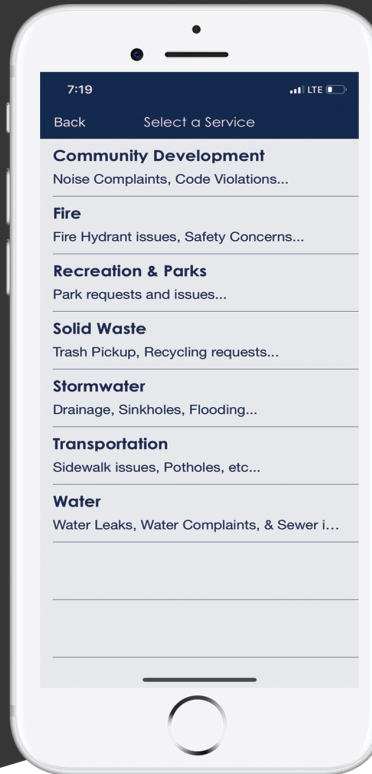
Optional feature to allow citizens to register through the app to track their submitted requests and receive alerts & announcements.



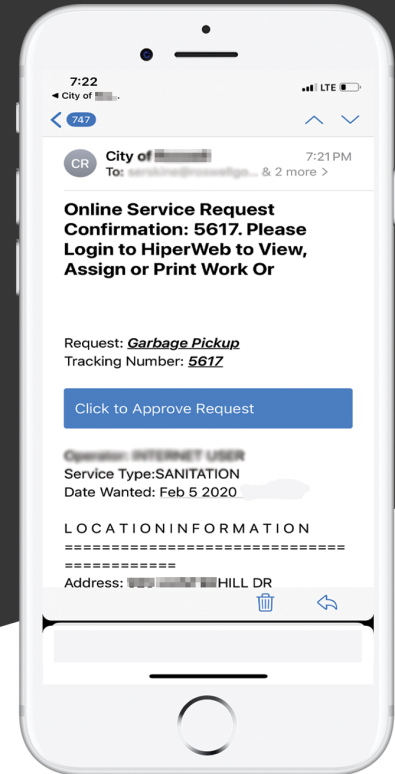
DIRECTORY



SERVICES



STAFF ALERTS



FEATURES

Citizen Homepage Options:

- Directory
- Website/Online Service Links
- Online Forms (customized forms)
- Construction Updates
- News
- Meetings
- Events
- Announcements
- Push Notification Alerts
- Garbage Pickup Days
- Connect account
- Facebook Login (optional)
- Registration (optional)

Staff Features:

- Manage Request lists
- Manage Request Mandatory fields
 - o Name (mandatory or optional)
 - o Phone (mandatory or optional)
 - o Email (mandatory or optional)
 - o Comments (mandatory or optional)
- Manage Directory and Online Services
- Manage Department Messages and Emails
- Send announcements and alerts to citizens
- Manage Request Routing to staff

Management Features:

- Daily Email Reports (graphs included)
- Weekly Email Reports (graphs included)
- Monthly Email Reports (graphs included)
- Dashboard reflecting management's KPI
- Request Performance Reporting
 - o % Open By Priority
 - o # of Open Requests by District
 - o Request Response Times

