



# Request Tracker

For additional information, visit us online at [www.mygov.us](http://www.mygov.us) or call us toll free at 866.332.4558.

150,000 citizens, 7 council members, 12 departments and 200 employees... did I miss a call?

You have Councilman Smith on hold. You know what he wants. He's calling about his five requests last week. So, how do you finish this...

- A) I have no idea what is going on...
- B) Pretend I'm in a meeting and hope he forgets...
- C) Answer the call with confidence because I use Request Tracker. "Hello Councilman Smith..."



## Top 5 Collaboration Tools:

### 1. Citizen / Client Interface

Provide your citizens and clients an easy tool for submitting online requests. Create custom request types that match your needs.

### 2. Knowledge Base

Allow your clients to search your knowledge base to answer common questions. The knowledge base has a full text editor and tools for creating links and uploading pictures and documents.

### 3. Request History

Allow your clients to easily check request status and view a complete history of all prior requests. They can even add additional comments if needed.

### 4. Auto-Routing

Auto-route requests to the appropriate personnel and let them reassign users as needed. You will see a complete history of all activity, and you and your client will know who to contact.

### 5. Due Dates / Warnings

Set due dates and time limit warnings. Get automatic notifications for requests over their due date or their time limit.

## Top 10 Key Features

- Create Custom Request Types
- Citizen / Client Interface
- Online Request Tools
- Online Knowledge Base
- Online Request History
- Automatic Routing
- Automatic "To Do's"
- Due Dates / Warnings
- Time Tracking
- Transparent Accountability

Simple  
Affordable  
Web Based

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