



KVS Information Systems, Inc.

Total Solutions For Government

CITIZEN RESPONSE MANAGER®

The **KVS Citizen Response Manager (CRM)** system was developed to record, track and report all constituent concerns for a municipality. The system is comprehensive and provides systematic, measured activities and follow ups that ensure timely and accurate results.

Citizen Response Management allows local government to record, assign response and to monitor citizen concerns regardless of the type of concern or which department registers the call. Assignment and allocation of resources through the use of the work order provides for increased response and measurement of the costs associated with client services.

The system is designed for use in a centralized or decentralized environment.

**Citizen Response Manager Integrates
with
Work Order & General Ledger**

SYSTEM OVERVIEW

**CITIZEN SERVICE DEPARTMENT
REFERRAL FOR FOLLOW UP ACTION**

**VIEW RESPONSE FROM REFERRING
DEPARTMENT**

MEMO TEXT FOR COMMENTING

**AUTOMATICALLY BEGINS WORK
ORDER PROCESSING SYSTEM**

**GRAPHICAL USER INTERFACE
(WINDOWS)**

ADVANTAGE OF CONCERN TRACKING

- ✓ **UNLIMITED RESPONSE HISTORY**
- ✓ **PRIORITIZE CONCERNS BY RANK/
DEPARTMENT**
- ✓ **ABILITY TO VIEW STATUS OF CONCERNS**
- ✓ **USER DEFINED CODES BY:
WARD, CALL TYPE, DEPARTMENT, NEIGH
BORHOOD, CALL SUBJECT, STATUS,
CALLER**
- ✓ **ACCOUNTING & REPORTING OF ALL
CITIZEN CONCERNS & ISSUES**