

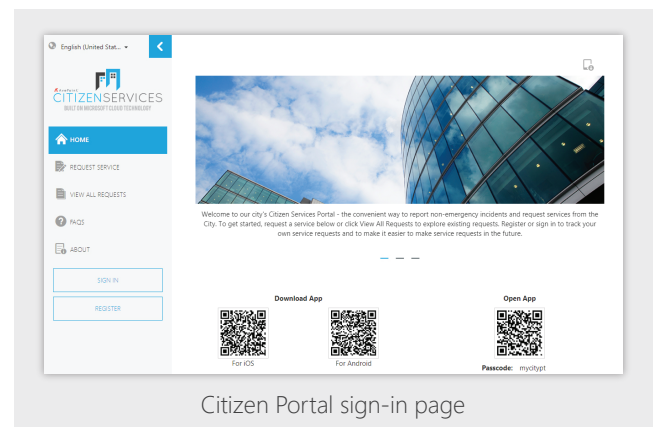
# Modern Solutions for Today's Demands

AvePoint Citizen Services is the SaaS platform built on Microsoft Azure that makes it easy for governments of any size to modernize their case management, improve customer satisfaction, streamline their operations and surface deep insights about their municipality.

## TECHNICAL OVERVIEW

### Modernize Services

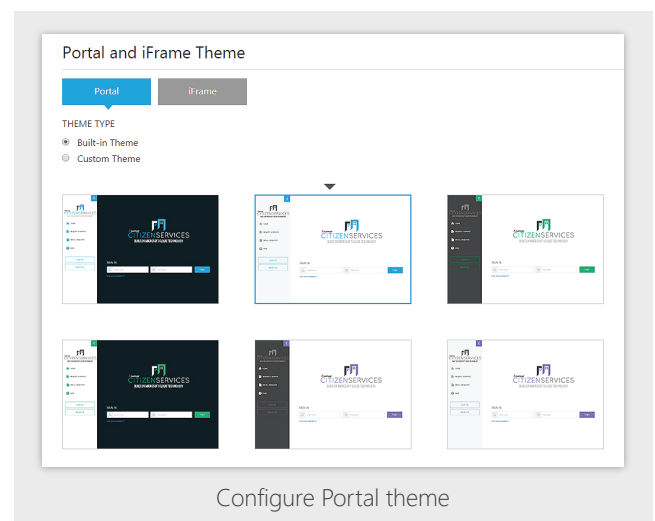
- Submit, triage, assign and complete service requests with automatic notifications and status updates.
- Multiple channels to submit requests—via desktop, laptop, mobile web, mobile apps, email, call center, or in person.
- Embed interface into existing website.
- Mobile access via responsive web portal or iOS and Android apps.
- Receive email or SMS notifications.



Citizen Portal sign-in page

### Customize Your Platform

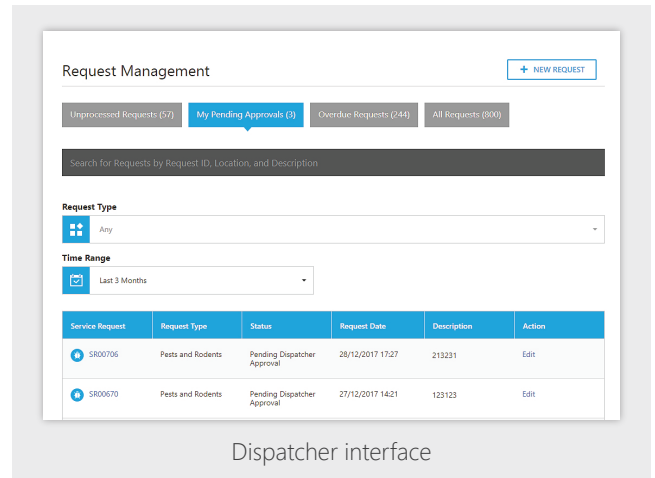
- Choose from multiple languages—concurrently or individually.
- Support for multiple map providers (Esri ArcGIS, Bing, Google).
- Leverage turn-key integration with Dynamics 365 for Field Service.
- Web hooks and Open311 API available for quick, easy integrations.
- Choose from out-of-the-box themes or create custom CSS to style portals.
- Enable customized Service Request workflows, including dynamic routing and assignments.



Configure Portal theme

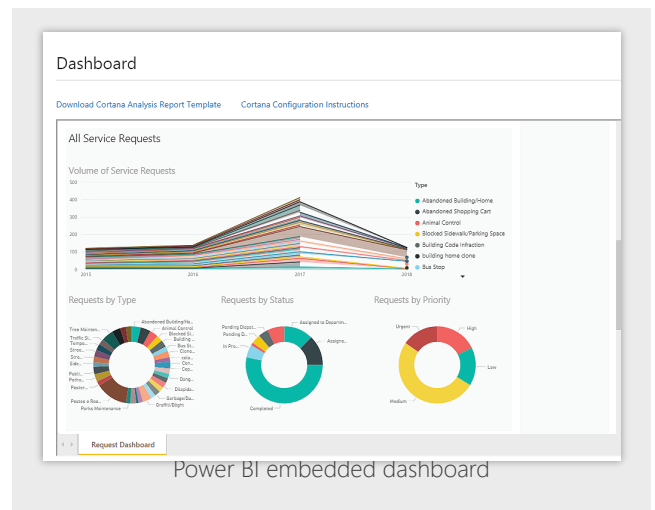
## Automate Management

- Provide a geographical boundary to prevent service requests from outside of jurisdiction.
- Return the request to the Service Owner Group automatically if the engineer does not start it within a specific number of days.
- If no comments or status changes are made to a service request within the configured period of time, quickly escalate by sending email notifications to the Service Owner Group.
- Route Service Requests dynamically and assign them to the most appropriate group or engineer based on user input and engineer workload.
- Group, reorder and update service request types. Link related requests together and automatically detect duplicate requests.
- Lightning fast time-to-value with many out-of-the-box service request types and built-in dashboards.
- Turn-key integration with Azure IoT Suite and Azure Machine Learning to allow connected devices to report failures and schedule maintenance, predict future outages, forecast staffing and purchasing needs, and more.



## Gain Valuable Insight

- Surface rich insights about the health of the resident services operation with Power BI embedded dashboards.
- Survey residents on satisfaction.
- Integrate with Cortana Personal Assistant for easy access to insights from Windows 10 devices.
- Export service requests data to a CSV file.



## SUPPORTED TECHNOLOGIES

### Platforms and Applications

- SaaS platform hosted in Microsoft Azure.
- Dynamics 365 integration.
- Support for all modern browsers.
- Authentication via Azure Active Directory (for internal users).
- Authentication to Citizen portal via username/password or OAuth2 (Facebook, Google, Microsoft, or Twitter IDs).

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