



**Customer Support Center TF311
System Upgrade -SeeClickFix**
City of Tacoma | CMO Customer Support Center

La'Toya Mason,
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Management Analyst
June 28th 2022

 **Agenda**



- SeeClickFix 311
 - Go live
 - Improvements
 - Demonstration



Tacoma FIRST (TF311) Replacement



- As of June 20, 2022 the new system SeeClickFix has been implemented
- New mobile app is now available in both Google Play and Apple stores to download for free.

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SeeClickFix System Improvements



Improvements & Capabilities

- Mapping & Locational Data
 - System can accurately pull data from mapping system with ease (very important)
 - Linked with DartMap – increased locational accuracy across all requests
- Speed
 - City staff and customers will experience significant increases in speed & reliability
- Duplicates
 - System automatically monitors incoming requests for duplicates – alleviating substantial staff time needed to comb/review all submitted requests for duplicates, across all departments

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SeeClickFix System Improvements



Improvements & Capabilities

- Customer Communication
 - Simple, easy, and effective means for staff to communicate with customers and inter-departmentally
 - 10+ different language/translation options
- Cross-Platform Communication
 - Can receive and deliver communications from SAP and other 3rd party systems
- Neighboring Jurisdictions' Communication
 - Can communicate with neighboring jurisdictions from a single system
 - Pierce County, King County and multiple nearby cities have implemented SeeClickFix

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Mobile App Demo



Microsoft Teams

Call with Morgan (Guest)

2022-06-28 18:39 UTC

Recorded by
Medley, Morgan

Organized by
Medley, Morgan

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