

## Customer Support Center TF311 System Upgrade -SeeClickFix ity of Tagema I CMO Customer Support Center

City of Tacoma | CMO Customer Support Center

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## **Agenda**



- SeeClickFix 311
  - Go live
  - Improvements
  - Demonstration



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# 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 Improvement



#### Improvements & Capabilities

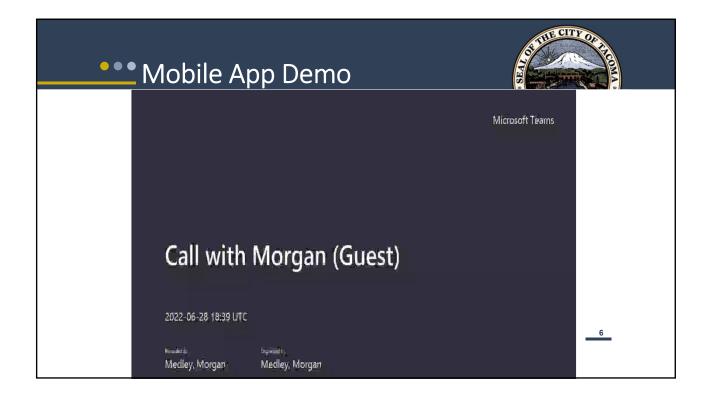
- Mapping & Locational Data
  - >System can accurately pull data from mapping system with ease (very important)
  - >Linked with DartMap increased locational accuracy across all requests
- Speed
  - >City staff and customers will experience significant increases in speed & reliability
- Duplicates
  - ➤ 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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#### 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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