

City of Fresno, CA

Incapsulate 311 Solution Overview

incapsulate

May 2023

Incapsulate | Company Overview

15+ Years of Gov Consulting
350+ Headcount (275+ Employees)
1100+ Technical Certifications
275+ Public Sector Solutions Certs
4.97 out of 5 CSAT Score from Customers



Customer
360



Public
Sector



Managed
Services



Salesforce Platinum

Summit Partner



Mulesoft

Select Partner



Tableau

Certified Partner



Esri

Silver Partner



Box Certified

Partner



50+ Clients across
Fortune 500, Federal Agencies,
State & Local Government

*In less than one year, we've been able to
modernize every aspect of our CRM service...*

*Bill Finch
Former CIO City of Dallas*

*Incapsulate's support was critical in
transitioning our 311 system from Motorola to
Salesforce...*

*Tegene Baharu
Former CTO, Washington DC*

**16 Million
Residents
Served**



**5 of the Top 25
CRM Implementations
By Population**

Incapsulate provides Fast, Easy and Smart Solutions built on Salesforce

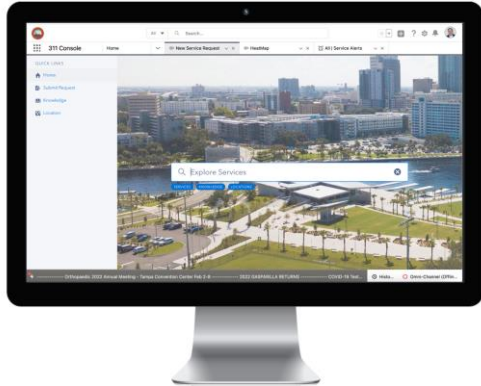
- We are a Top Tier Salesforce Implementation Partner in Public Sector
- Our Teams are focused on Implementing State and Local Government Solutions
- We have over 25 cities and counties currently using our 311 solution
- Our CSAT is 4.95 out of 5

FresGo 311| Making Citizen Engagement Fast. Easy. Smart.

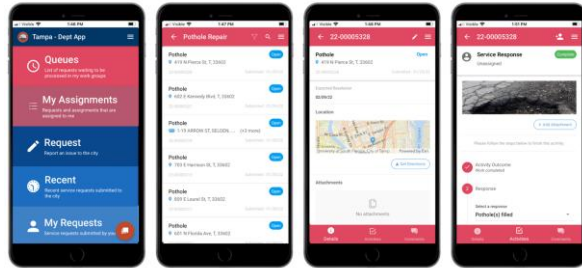
The FresGo 311 is a 23 Week project and the implementation will include:

- Public facing Mobile App allowing residents to submit Service Requests (SRs)
- Streamlined 311 Agent Console to take SRs over the phone
- Omnichannel (Chatbot and Live Chat) with Notifications via Email and/or Text
- Mobile Worker allowing city workers to update/close SRs with before and after pictures
- Reports and Dashboards
- Training & Support

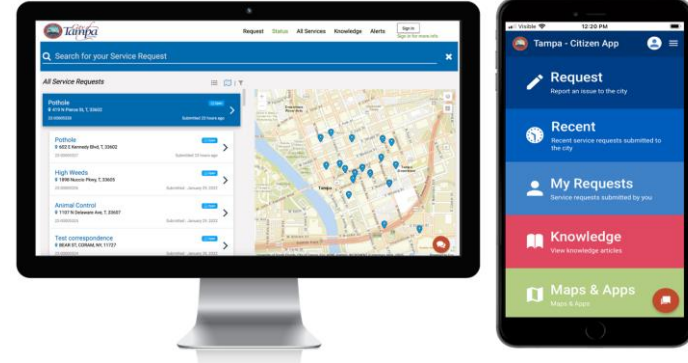
Agent/Department Consoles



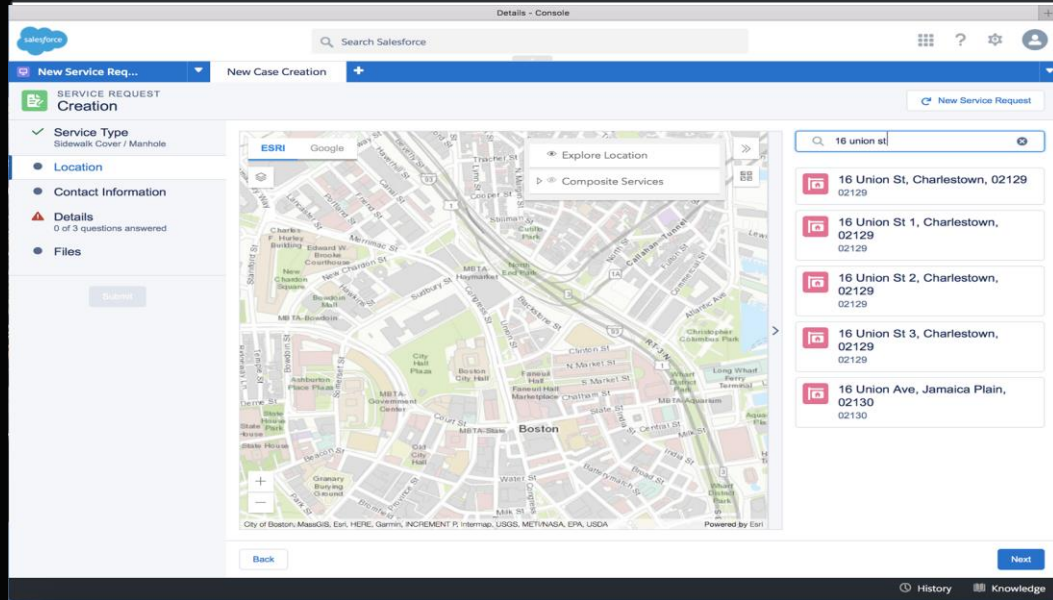
Mobile City Worker App



Self-Service Web Portal & Mobile App



311 Capsule | Intuitive Experience for Agents



Agent guidance and dynamic recommendations

Intuitive information presented as needed

Information and Services blended for quick access to the answers

311 Capsule | Web and Mobile Self-Service Access for Citizens

Service
Substandard
Structure - Apt -
CCS

Location
1798 N AKARD ST

Details
All required
details provided.

Contact

Submit

ERT (ESTIMATED RESPONSE TIME) IS 10 DAYS.

Upload a photo

Is the location tenant or owner occupied?

☐ Owner

☒ Tenant

☐ Unknown

Does it appear as if people are living in the building?

☒ Yes

☐ No

☐ Do not know

Is there fire damage?

☒ Yes

☐ No

☐ Do not know

Additional Information
There is also water damage

Pothole Repair

Use this service request to report a pothole(s) on a public street or alley. Winter pothole repairs will be temporary until the spring when permanent repairs will be made.

Servicing Agency:
Transportation

Service Resolution Estimate:
2 Business Days

Select Service

Service Details

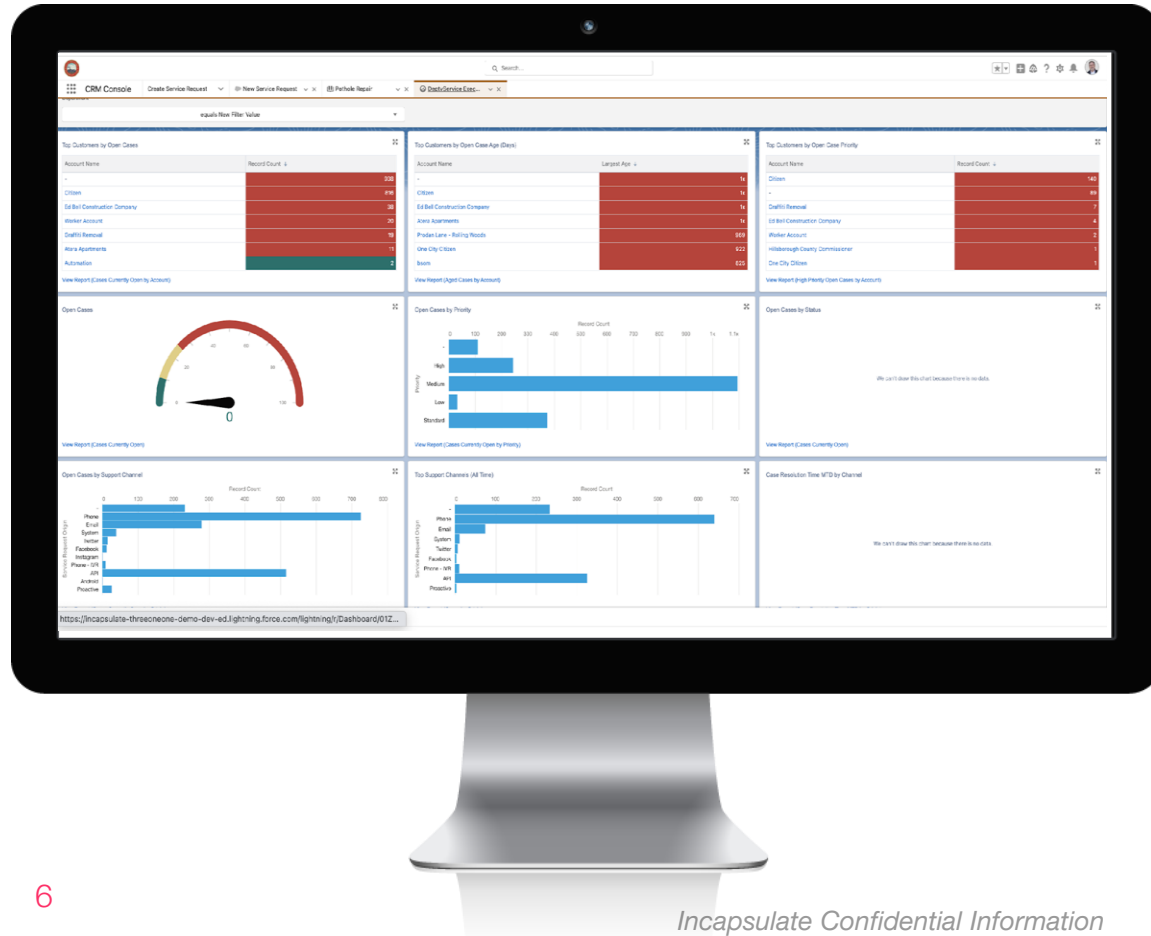
Service **Location** **Details** **Contact** **Review**

Consistent user experience for the citizen - across all channels

Citizens can create a Portal Account and online presence

One configuration for all channels

311 Capsule | Dashboards and Reports

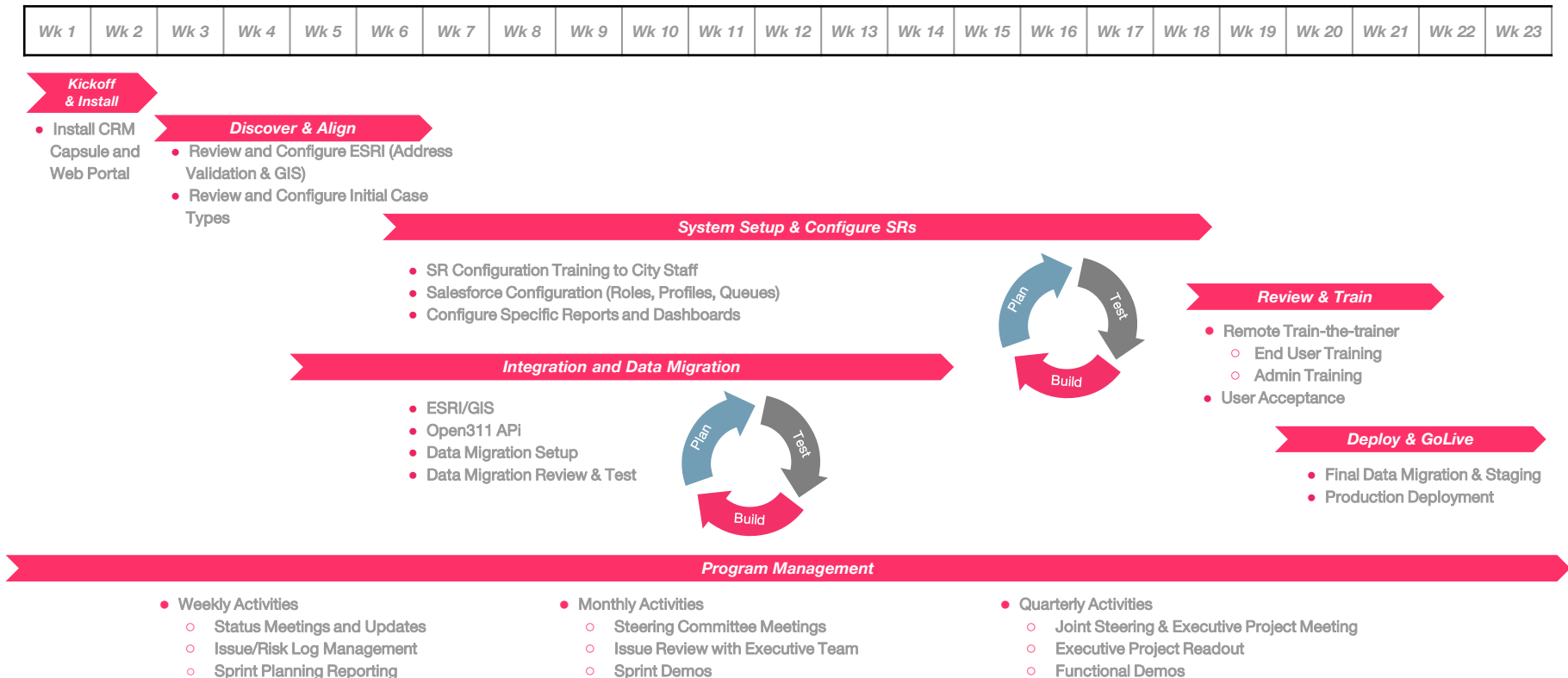


Dashboards show the big picture of citizen engagement

Reports can provide Multiple Views (neighborhood, department, request type)

Dynamically updated using live data

FresGo 311| Implementation Timeline



Incapsulate Clients | Local Government



DC 311



Baltimore 311



Dallas 311



Suffolk 311



Orange
County CRM



Spokane 311



Corpus Christi 311



Tampa CRM



Prince George
311



Prince William
311



Alexandria
311



Virginia Beach
311



Bellevue
CRM



Indianapolis
Mayor's Action
Center



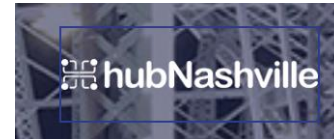
Philadelphia 311



Burleson 311



San Bernardino County
Board of Supervisors



City of Nashville TN
hubNashville Citizen Services

Thank you!



www.Incapsulate.com