

The Communication Functionality You Need During Your COVID-19 Response

CivicEngage® Website Design and Hosting

Your goal has always been to keep citizens informed—but giving citizens online access to local information and civic resources is now imperative.

You may be eligible for a government grant to upgrade your technology to address new administrative needs and citizen expectations. By upgrading your content management system to our mobile-friendly CivicEngage® system, designed exclusively for local governments, you'll benefit from a solution that is easy to update, with integrated tools that allow your citizens to self-service their needs.

To help you continue to protect your citizens by arming them with information while ensuring business continuity from your diversified workforce, CivicEngage provides the following critical capabilities:

- **Easy Dissemination of multi-channel COVID-19 Updates and Alerts.** Distribute updates quickly and easily from any device while working remotely. Share immediate local safety mandates and reopening information through text message, social media, email, and your website. Allow citizens to sign up for notifications to news, alerts and more using their preferred communication method.
- **COVID-19 FAQs.** Provide easily searchable answers to commonly asked COVID-19 questions with our built-in FAQ feature.
- **Digital Citizen Inquiry and Service Requests.** Allow citizens to submit questions or report concerns via a dedicated mobile-friendly solution that triggers your internal workflows.
- **Share Agendas and Minutes.** Ensure your administration is maintaining transparency and complying with public records laws while offices are closed, and meetings are virtual.
- **Process Online Payments.** Enable citizens to pay bills securely without leaving home.
- **Online Appointment Scheduling.** Expedite access to essential services by allowing citizens to schedule appointments with your health and family service departments online.
- **Security.** With 99.9% uptime and continual monitoring, our security team will protect your website from cyber-extortionists.
- **Automated Customer Service.** Integrate our CivicPlus Chatbot* into your website to automate responses to many common citizen inquiries related to testing locations and vaccine scheduling.



Talk to your state leaders to determine if you might be eligible for American Rescue Plan Act (ARPA) funds to migrate to CivicEngage, before the end of 2021. Even if you do not have access to outside funding, we're here to offer flexible payment and billing terms and rapid implementation schedules to ensure that technology will never be a barrier to distributing the critical news, information, and updates your citizens need now from their local leaders.

*CivicPlus Chatbot is powered by Frase.