

THREE WAYS CLOUD COMMUNICATIONS CAN BENEFIT LOCAL GOVERNMENT

IMPROVE CONSTITUENTS' EXPERIENCES, EMPLOYEE PRODUCTIVITY, AND OPERATIONAL EFFICIENCY – ALL WITH ONE COMMUNICATIONS PLATFORM

Local governments are under constant pressure to increase services, do more with less, and make sure every person feels safe, engaged, and informed. Flexible and cost-effective solutions that help government employees meet people's needs – including during times of crisis – are essential now more than ever.

A fully integrated cloud communications platform goes a long way toward improving public experience, outreach, and engagement – regardless of whether people are walking through your door for in-person appointments or calling for information. Empower your team to engage with people from anywhere through any channel, so they can spend more time serving the public and less time wrestling with technology. In the process, you'll make your constituents happier, employees more productive, and operations more efficient.

Let's take a look at three key use cases for local governments – along with the benefits and capabilities needed to implement each.

DELIVER SUPERIOR PUBLIC SERVICE

Engage in any channel your constituents prefer.

Constituents want their questions answered and issues resolved as quickly and easily as possible. Local governments need to transform their citizen experience to ensure superior and responsive service for every constituent, every time – including during times of crisis. This means fast, easy, and accurate answers on any channel, minimal caller hold times, and smart call routing that gets callers to the right person the first time.

Elevate untethers your teams from old technology, letting them interact with people across multiple channels, supported by integrated phone, chat, text messaging, SMS, video conferencing, screen sharing, and more. Get critical information to constituents even during times of crisis. If the power goes down, your full team can switch to laptop or cell phone and maintain continuity when it matters most. Communicate with the public more efficiently and effectively – all with one platform – and provide the seamless, convenient, and reliable digital service and support they expect.

Benefits



Engage on any channel

Move easily between integrated phone, chat, SMS, and call center, while minimizing transfers and dead ends with intelligent routing and self-service interactive voice response (IVRs).



Answer queries quickly and accurately

Easily route calls from receptionist to specialists for better service. Mobile devices let employees access relevant forms, policies, and information faster and more efficiently.



Provide seamless and reliable public support

Support constituents' expectations of a seamless digital journey from first contact to issue resolution. Use data-driven insights to provide the type of differentiated crisis management that helps build greater community confidence and loyalty.



MAXIMIZE EMPLOYEE PRODUCTIVITY

Work from wherever with integrated, mobile communications.

You want your employees brimming with productivity – whether they're working from home or in the office, answering phones or responding to inquiries. This means empowering your people to connect with constituents and colleagues on any device, through any channel, from any location.

Elevate is an integrated cloud communications platform that allows your team to easily connect with constituents and colleagues – whether at home, in the office, or on the go. Our message, video, and phone all-in-one platform lets you easily manage call queues, share files, transfer callers, and log important interaction details. Your people will be ready, willing, and able to efficiently answer questions through any channel on any device from any location.

Benefits



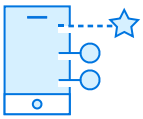
Improved public service

Shorten wait times and respond promptly to calls or texts – plus, manage call queues and easily collaborate from back office to lobby using our Mobile App.



Increased productivity

Empower a more flexible, effective, and productive team that communicates anytime, from anywhere, and on any device.



Improved responsiveness

Mobile communications allow easy access to information about forms, policies, and services to immediately respond to common public queries.

IMPROVE OPERATIONAL EFFICIENCY

Modern communications allow you to do more with less.
Just as landline home phones are household relics, on-premise phone systems for local government offices are outdated, expensive to maintain, and hard to move.

Investing in a cloud communications platform helps government agencies dramatically increase operational efficiency and flexibility, not to mention data security. Need to move locations, change your current location's footprint, or help employees to work from home? Modern cloud communications platforms make it easy to adjust in a budget-friendly manner, without the need to rewire or purchase new on-site hardware. Additionally, built-in security features monitor, detect, and protect organizational communications and data from the network to device level.

Benefits



Save money
Old, hardwired phone systems are expensive to maintain and harder to move. Reduce operating costs with cloud-based and flexible communications platforms that make it simple to create a new account, port numbers, and drop ship new phones – all from a central account.



Increase control
With a cloud-based communications platform, you have complete visibility and control over all your phones across all locations, making it easier to manage and service every communication need.



Worry-free security
Cloud-based communications platforms help keep data safe at every level of the organization, protecting against malware, viruses, phishing, and hackers.

Contact us today to find out how a fully integrated cloud communications platform can help your government agency deliver on its organizational mission.

QUESTIONS? CONTACT US TODAY!

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