Tyler 311

MANAGE REQUESTS

Effectively manage non-emergency civic requests

BUILD EFFICIENCY

Create, maintain, and monitor integrated workflows to resolve requests quickly

TYLER INTEGRATIONS

Incode, Munis, MyCivic, EnerGov, Tyler EAM, Tyler Hub, and Tyler Content Manager

COMPREHENSIVE CITIZEN REQUEST MANAGEMENT

Tyler 311™ is at the core of an integrated civic request management system that takes in requests from multiple channels, manages resolutions, and measures results. As a critical part of a web-based citizen request infrastructure, Tyler 311 combines:

- **Comprehensive citizen requests** from the Tyler 311 online portal, MyCivic™ mobile app, as well as via email, 311 calls, and walk-ins
- **Integrated resolution workflows** that create efficiencies
- **Valuable insights and reporting** for internal stakeholders

Tyler 311's integrations power an enterprise-wide system that connects workflows across departments, eliminating silos to resolve issues more quickly.

ROBUST REQUEST INTAKE CHANNELS

Tyler 311 is built around an intake system that handles requests from walk-ins; via email and phone; as well as from:

- **The Tyler 311 citizen portal**, which allows community members to make requests via an online portal from an organization's website. Clients can easily embed the portal on an existing citizen-facing website. Community members can also search for existing requests by date range and incident case number. The portal provides your community with a statistical view of incident submissions and response times.

- **The MyCivic mobile app**, which allows community members to report issues, ask questions, and monitor resolutions 24/7/365 via an easy-to-use app. To submit a request, community members simply select the type of issue, confirm/adjust the location, enter accompanying notes, attach photos, and notify staff with the click of a button.

Citizen request engagement doesn't end with the initial request intake. Tyler 311 keeps community members informed about their requests through email alerts and push notifications.

And in recognition of the importance of usability, Tyler 311 streamlines the citizen experience. A request only needs to be made once through one intake channel, whether through the online portal, MyCivic mobile app, email, phone call, or walk-in. After a request is made, citizens can follow progress online and through the mobile app.

Tyler 311 Citizen Portal

For more information visit tylertech.com/products/tyler-311
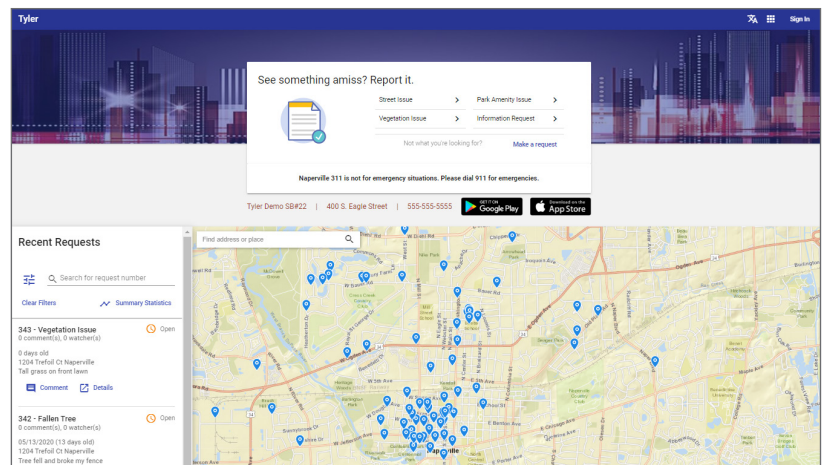
RESOLUTION MANAGEMENT AND INTEGRATION

To resolve requests efficiently and streamline workflows, Tyler 311 integrates seamlessly with Tyler software such as Incode®, Munis®, EnerGov™, Tyler Content Manager™, Tyler EAM™, and third-party applications.

Following the intake of a citizen request, Tyler 311 helps manage prioritization, departmental alerts, and assignments, as well as citizen updates. Tyler 311 can automate task notifications to assignees so appropriate steps can be taken right away.

To make request resolution more efficient, Tyler 311 is designed from the ground up for seamless, enterprise-wide integration. Key integrations include:

- **ESRI ArcGIS integration:** Improves staffing deployment efficiencies and provides valuable reporting data
- **Geofencing:** Prevents out-of-bounds requests by global or request type geofencing
- **EnerGov:** Connects code enforcement tasks to requests
- **Tyler EAM:** Connects work-orders to requests

INSIGHTS: TYLER HUB AND REPORTING

Tyler 311 provides internal stakeholders with insights into request management performance. Reporting capabilities and integration with Tyler Hub lets governments evaluate how well they are meeting the needs of constituents.

Combining Tyler 311 with Tyler Hub surfaces key data through a configurable analytics dashboard that tracks active requests. The user-friendly dashboard makes it easy to monitor trends such as days-to-close, incident volume trends (by type/time/district), geo-spatial density, and more. Tyler Hub provides a configurable KPI dashboard to help make sure goals are being met.

Available Tyler 311 reports include, but are not limited to:

- **Overview:** A general, high-level view of various requests in the system
- **Department:** Includes incident descriptions for a selected date range or department
- **Request Volume:** Shows call volume by clerk and shows the list of requests by user organized by category, including the status number
- **SQL Server Reporting Services** (SSRS)

FEATURES

- Automate email notifications to responsible personnel
- Easily attach documents, such as photos or incident reports
- Automatically link related requests with reference tags
- Customize request types with user-defined fields
- View requests with address mapping and add notes
- Initiate inspections before workflows, creating EnerGov or Tyler EAM transactions
- Modify requests to fix incorrectly submitted incidents without civic disruption.
- Configure downstream system records automatically or manually, providing workflow flexibility

BENEFITS

- Reduces misuse of 911 emergency call system
- Provides citizens with direct and convenient communication to city services
- Streamlines implementation with pre-built request templates
- Uses GIS mapping for quick entry and visualization of incident volume
- Features call scripting for a faster onboarding experience and citizen communication
- Creates request types based on GIS geofences to prevent erroneous, out-of-city-bounds requests
- Includes district mapping for reporting
- Prevents request duplication on civic submissions to reduce redundancy
- Offers optional content moderation to control comments and images

Empowering people who serve the public®