



### DO I NEED THIS SOFTWARE?

You need this application if you want to:

- Have documentation to prove due diligence in call/complaint resolution
- Track costs and project progress with ease
- Enhance department organization and productivity
- Keep your community running smoothly

### WHAT WILL THIS APPLICATION DO FOR ME?

With Service Requests you can log calls and complaints from residents, businesses, employees and visitors. You can monitor the costs and progress for each request from initial phone call to job completion.

### WHAT CAN I LOOK FORWARD TO WHEN USING THIS PROGRAM?

#### Positive Public Opinion:

- You will quicken response times by recording requests into the system as soon as calls are made
- You will boost your office's image --- with other departments, elected officials and residents — with your improved services and accountability
- You will minimize exposure to public liability lawsuits by ensuring service standards are clearly defined and maintained

#### Proactive Management:

- You will identify trouble spots and trends by analyzing history records — allowing you to plan preventative maintenance appropriately — saving you from expensive emergency repair costs

#### Efficient Organization:

- You will enhance efficiency by assigning priority status to ensure critical jobs are completed first and coordinated with other activities

- You will enter information — such as type of service, target completion date, caller names, and more — for easy tracking of request progress
- You will increase productivity by assigning calls to the employee or department best equipped to handle the requests
- You will appreciate seamless integration with PubWork Standard's Daily Activity function to easily record costs associated to Service Requests

To place an order, please visit our [Software Order Desk](#) on our website or email [clientcare@munisoft.ca](mailto:clientcare@munisoft.ca).