

# CITIZEN SERVICES QUICKSTART SOLUTION

*For State and Local Government*

Empowering Citizens to stay connected with services and information they need – **any time, with any device.**



Planet Technologies offers the Citizen Services QuickStart - a solution built on the foundation of Microsoft CRM, providing a responsive, on-the-go application with future expansion in mind.

Through this offering, you can select from two different predefined support workflows, such as —

- **General Requests** questions, comments, feedback
- **Ask a Question** and target to the appropriate person or department
- **Contact Us** and receive a response from the appropriate department
- **File a Complaint** noise, abandoned vehicles, snow removal, etc.

Planet will develop a custom branded and themed, externally facing website portal for your organization, allowing citizens to easily submit and track service requests using their Twitter, Facebook, Google or Microsoft Login. In addition, the platform will allow the correct support team to monitor and respond to service requests in a timely manner.

## Empower Citizens. Increase Productivity. Plan for the Future.

Planet Technologies will guide you through the whole experience - from setting up CRM Online and installing the web portal, to providing training on the solution. Training will include how to use and navigate CRM, manage use cases, modify web forms, and update content. Optionally, Planet Technologies can integrate with your existing website and GIS, add business intelligence and knowledgebase enhancements, extend your own Citizen Service needs, or choose from other predefined types.

“ I can tell that the Planet Technologies staff is passionate about what you do and that you truly care about your customers. Thanks for being truly awesome! ”



- Heath Douglas  
Director of Information Technology,  
City of Round Rock



## Work with a Trusted Partner

Planet Technologies is the leading provider of business services and IT support to State and Local Government throughout the United States. As a 5 Time Microsoft State and Local Government Partner of the Year, we bring years of experience in working with government organizations to advance services in local communities.



Contact your Planet Account Manager or [info@go-planet.com](mailto:info@go-planet.com)



Microsoft State & Local Government Partner of the Year



Microsoft Federal Partner of the Year



Microsoft Windows Partner of the Year