



PREMIERONE™ CUSTOMER SERVICE REQUEST (CSR)

ENHANCE CUSTOMER RELATIONSHIP MANAGEMENT

Routine Interactions, Superior Customer Service

The PremierOne Customer Service Request (CSR) system provides a powerful, cloud-based platform for improving customer access and communications. CSR delivers multi-channel capabilities to support user interactions with your municipality through the web, email, social media and smartphone applications. But that's just the beginning. Through its highly configurable workflow engine, PremierOne CSR also automates new and existing processes to deliver greater efficiencies that ultimately lead to increased user satisfaction.

PremierOne CSR is a location-based system that validates locations, maps service requests, automates work processes, dispatches work crews, allocates resources to increase responsiveness, reduces costs and tracks the progress of requests, all while keeping customers informed.

Whether the request is about a pothole, a water bill or suspicious activity, customers are contacting your agency every day. These routine interactions form a perception of government and how well it works for customers. PremierOne CSR will help your organization provide accessible and accountable government services to streamline costs and service delivery.

From first contact to issue resolution, PremierOne CSR helps you capture every detail, identify the right response, dispatch appropriate personnel and inform customers when the job is done.





INCREASE ACCESS AND IMPROVE ACCOUNTABILITY

Making it easier for customers to access government services is one of the most visible benefits of a 3-1-1 system. More important though is the benefit PremierOne CSR provides by helping cities and counties measure and report on response times, which increases accountability and transparency and identifies business process bottlenecks. The result is a more streamlined response to customer service calls. PremierOne CSR accomplishes this by providing:

- Multi-channel access for customers via telephone, email, the web and smartphone application
- Instant access to a customized knowledge base for both customers and agency staff
- PremierOne CSR mobile apps for work crews in the field
- Powerful reporting and query tools to increase efficiency and accountability
- Seamless integration with other third-party software applications

3-1-1 Customer Service Request Systems: Enabling Higher Government Performance

Every municipality or region that operates a 9-1-1 center gets a significant number of “emergency” calls that are truly not emergencies. This presents a problem for the 9-1-1 center since it delays response to real emergencies, which can impact the safety of citizens in life-threatening situations. But it’s a Customer Relationship Management (CRM) problem too.

It’s true that a big pothole in front of a house is a problem for the caller; it’s just not a 9-1-1 emergency. Citizens and customers faced with these situations often don’t know where to call, and they feel that their issues aren’t being addressed or responded to satisfactorily. Many governments recognize that they need to separate the real emergency calls from “problem” calls. For a growing number of cities and counties, that means the creation of a 3-1-1 non-emergency call center utilizing Motorola Solutions PremierOne CSR technology.

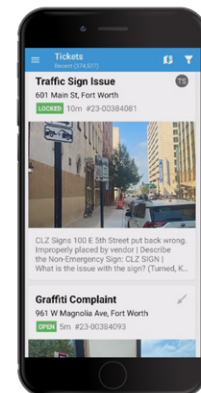
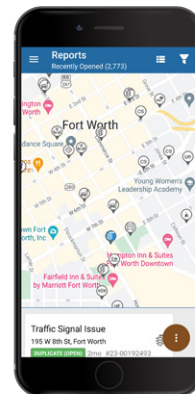




SERVICE AT YOUR FINGERTIPS

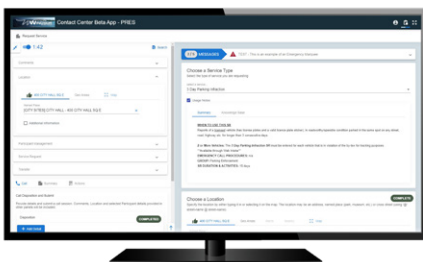
PremierOne CSR Citizen Mobile Apps

The PremierOne CSR Citizen Mobile application allows customers to submit requests for service, attach photos and even track the status of their request, directly from their smartphone. Agencies can create posts, or marquees, to automatically alert customers about important updates or events. You can also include resource links that promote government services, launch other government apps, redirect customers to the app store and even allow them to use the app to pay their parking tickets. This application makes it easy and convenient for customers to submit their issues and see in real time when it's been resolved.



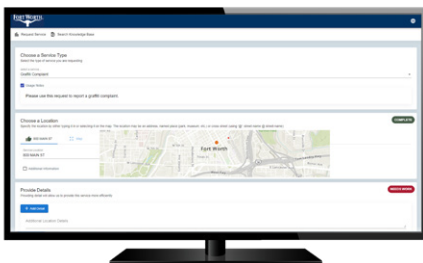
PremierOne CSR Mobile Apps

PremierOne CSR Mobile is a smartphone application that allows field workers to access their assignments, view incidents on maps, update and respond to work orders and gain access to location routing and other pertinent information, all on their mobile device. This mobility significantly speeds up issue resolution by reducing paperwork, eliminating downtime and unnecessary trips back to the office and enables effective response to begin immediately.



PremierOne CSR Contact Center

PremierOne CSR Contact Center provides call center agents access to a vast knowledge base of information, community alerts, service request data and interactive maps to assist in identifying issue locations. Calls for information are easily answered using the knowledge base, enabling your staff to provide customers with a one-stop shop for information on government programs and services. Questions such as bus route times, public meetings, government office locations and garbage pick-up can all be answered quickly and efficiently using PremierOne CSR Contact Center.



PremierOne CSR Customer Web Portal

PremierOne CSR Customer Web Portal offers a configurable portal which can be deployed on your government or agency websites, expanding customer access, reducing call center traffic and helping to lower the cost of service. Customers can access the portal to submit requests, validate location, submit photos and check the status of their requests. The online knowledge base provides information as well as FAQs about the services in order to better assist customers.



PREMIERONE CSR KEY BENEFITS

Reduce Non-Emergency 9-1-1 Traffic to Improve Emergency Response

PremierOne CSR manages non-emergency calls and coordinates secondary responders such as utilities, public works and forestry. Managing critical event communication amongst secondary responders and bridging communications between public service and public safety agencies reduces the burden on existing 9-1-1 systems during emergencies and improves response times.

PremierOne CSR integrates with our PremierOne CAD/RMS solutions to allow customers to submit cases through multiple channels within CSR that do not require immediate dispatch — including tips, reports of graffiti or stolen item reports where the customer only needs a police report of the theft to file an insurance claim. These cases are routed to the CAD/RMS solution for processing and reduces the number of calls into the 9-1-1 system.

More Efficient Non-Emergency Municipal Services

PremierOne CSR tracks, manages and reports back to customers on their requests for service. Customers benefit from increased transparency and see their concerns being addressed efficiently. You benefit with the ability to identify trends and bottlenecks in processes and by using CSR data to drive business decisions such as reallocating resources based on real-time information.

Streamline Operations

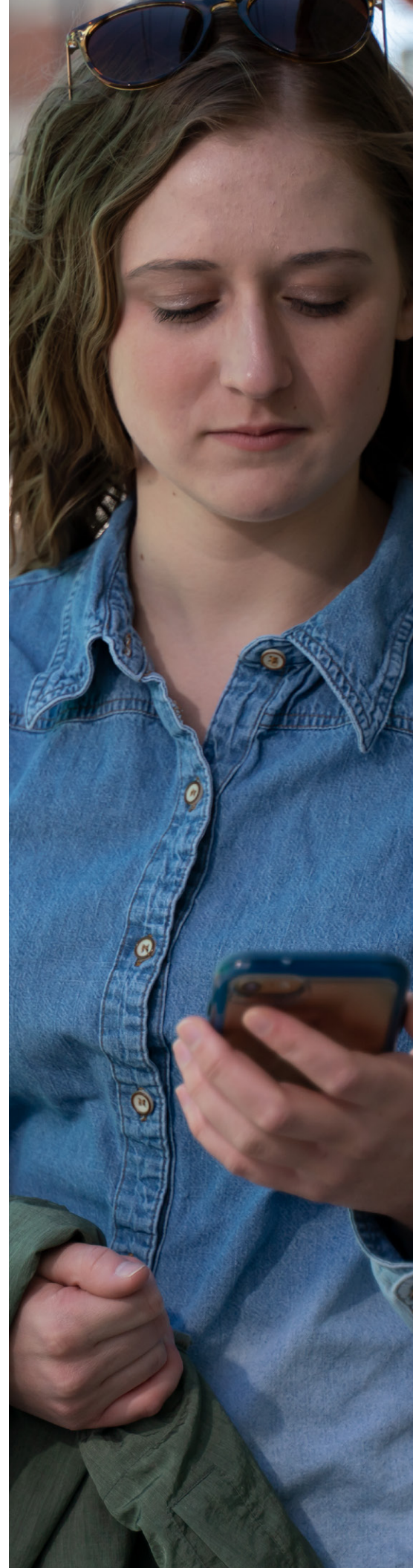
Automatically identify and remove duplicate requests, preventing multiple responses to the same issue, thereby reducing costs. You can also instantly route work assignments based on configurable business rules, improving response times.

Simplify Business Intelligence Reporting

Embedded Business Intelligence Reporting helps you identify trends in reported issues, share information with customers and increase overall accountability and accessibility, resulting in improved customer satisfaction. Generate ad-hoc reports or schedule more complex reports to automatically run and be distributed through email in multiple formats such as Excel or PDF.

Improve Customer Engagement

Customers can use the free CSR smartphone application to submit issues when it is convenient for them. The application allows them to attach photos, track activities and stay informed on the status of their request - increasing transparency and confidence in public services.





PROVIDING SOLUTIONS FOR GOVERNMENTS AND COMMUNITIES

Motorola Solutions is committed to delivering the highest quality CRM in the industry and has years of public sector CRM and 3-1-1 call center experience, along with documented success in the deployment of some of the world's most successful public sector CRM solutions.

This background, combined with our expertise in delivering mission-critical systems, devices and services to governments worldwide, makes PremierOne CSR the CRM solution of choice. We support our cloud-based PremierOne CSR system with a comprehensive portfolio of services spanning installation, training, maintenance and technical support.

For more information about PremierOne Customer Service Request, visit motorolasolutions.com/premieronecsr



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