

CALL MANAGER™

Tomorrow's Integrated Information Systems

The Call Manager module helps you store, organize and display information about the requests and complaints received by your municipality. Track events from task initiation through to completion.

- Log calls/emails/correspondence
- Assign calls to the individuals responsible within your organization
- Assign deadlines for task completion
- Define functional areas of responsibility and use these areas to categorize calls
- Specify which employees can deal with which type of calls
- Set a default employee for calls in selected functional areas
- Assign key words to calls
- The system will automatically notify an employee via email when a task has been assigned to them
- Track what each employee does in response to a call as well as all reassignments of a call through to completion
- The system maintains an archive of all calls that can be filtered using our powerful query tool and valuable reports produced
- When someone calls, view the details of previous calls made by the previous person to ensure they get consistent answers to the same question
- The module links to the property information so property-related calls can be linked to activities in Prinsys and viewed from within that module
- The module also interfaces with the Performance Monitor module. Create your own definitions to count solid waste management complaints for reporting on the FIR