# Overview

The purpose of this document is to record the text channel requirements for Philly311 CRM.

# Citywide Texting Requirements

Pre-requisite to Texting Channel: Unisys will configure Texting functionality for Philly 311 CRM solution. As a part of Texting configuration, activate the following functionality in the SFDC platform:

1. Emails of Service Requests to one (1) Philly 311 e-mailbox

The use case for texting functionality involves the ability to send text to an email address of the 311 mailbox and receive confirmations from the City. Any outbound texts from the City will not be supported. Unisys will activate the following functionality in the SFDC platform:

1. Texts of service requests to the 311 e-mailbox
2. Text confirmations from the 311 center for example to constituents/users, or other correspondence such as customer satisfaction surveys after service request completion
3. Notifications and escalations from the 311 center to the City service providers.

# Action Items – The City

* None

# Action Items – Unisys

* Develop, distribute and review Integration Design Document (enhanced from the previous version developed for the Pilot solution with the following topics)
  + Texting Channel Design Document
* Configure Email Channel in the Citywide SFDC Service Cloud platform
* Develop and unit test each channel configuration and integration
  + E-mail Channel Configuration
* Resolve significant Deviations from the Design Document that arise from the testing for those Service Requests and Interfaces that are designated as the responsibility of the Unisys staff. This will consist of:
  + Validation of the configured Texting channel functionality of the SFDC platform

# Deliverables

* Technical Requirements Definition Document
  + Texting Channel Requirements Definition Document
* Technical Detail Design Document
  + Texting Channel Design Document
* Configured/Developed the channels and integrations
  + Texting Channel

# Assumptions

The Unisys consulting team will also need access to the City LAN for printing, VPN access to Unisys e-mail and Intranet, as well as accessing any City applications in the course of developing and installing the solution. The exact list of applications that will be needed to access will be finalized upon project start up between the City Project Manager and the Unisys Project Manager. Such usage will be for the benefit of work specified herein. The City will identify the City configuration resources to support the project.

1. Unisys assumes that text will be sent to a single City email account.

# Appendix C Requirements

| **Reference Number** | **Service Request Requirements** | **Type** | **Implementation Plan** | **How Provided** | **Workshop Notes** |
| --- | --- | --- | --- | --- | --- |
| 11.18 | The solution provides the ability for users to view a text-based list of issues | TP | SFDC Service Cloud application will be configured to enable integrations with the City Philly 311 Mobile App from Public Stuff. The City and Unisys agree that the mobile app itself is not within the scope of the Project. | **PublicStuff** | In Progress |
| 1.59 | By text |  | SFDC Service Cloud application will be configured to enable text requests via email | SFDC Service Cloud | Done |
| 9.01 | The solution provides simple navigation and online publishing tools |  | SFDC Service Cloud application will be configured to implement this requirement | SFDC Service Cloud | Twitter / Facebook / Email / Texting |
| 14.041 | Unisys will configure Text Channel (inbound) in the SFDC 311 CRM Citywide solution |  |  | SFDC Service Cloud | In Progress |
| 14.074 | Unisys will activate the following functionality in the SFDC platform: Texts of service requests to the 311 e-mailbox. |  |  | SFDC Service Cloud | In Progress |
| 14.075 | Unisys will activate the following functionality in the SFDC platform: Text confirmations from the 311 center for example to constituents/users, or other correspondence such as customer satisfaction surveys after service request completion. |  |  | SFDC Service Cloud | In Progress |
| 14.076 | Unisys will activate the following functionality in the SFDC platform: Notifications and escalations from the 311 center to the City service providers. |  |  | SFDC Service Cloud | In Progress |
| 14.089 | Unisys will develop, distribute and review Integration Design Document for o Texting Channel Design Document |  |  | SFDC Service Cloud | In Progress |
| 14.090 | Unisys will develop and unit test  o Texting Channel Configuration |  |  | SFDC Service Cloud | In Progress |