



## Action Line Enhancements

Good news! We've made some enhancements to the *E-Gov Link* Action Line. We've implemented some subtle updates to help keep the look and feel of our Action Line fresh and deliver continued efficiencies in helping you find the information you need quickly. Don't worry, the changes are subtle, and you'll be able to preview the updates before we plan to make them permanent, around July 2<sup>nd</sup>.

Here's what you need to know:

- Action line will now provide access to a "preview" button that can be toggled on and off to help you get used to the new look (*visual example on page 2*).
- We've included a list of the enhancements along with screen shots for visual reference.
- The overall goal is to make the tool easier for you. We're confident these subtle changes will enhance the action line experience, but we need your feedback to be sure we're exceeding your expectations. Please send us your thoughts here:

[Enhanced Action Line Feedback](#)



*We Invite you to  
preview E-Gov Link  
Action Line  
Enhancements.*

*Check it out and let  
us know your  
thoughts here:*

[Action Line Feedback](#)

# Action Line Enhancements

**Recent Enhancements**  
Improve the overall visual appeal and updates were made to make the tool easier to navigate.

## Current Action Line

**E-GOV LINK** Phone: 513.591.7361 Web Site: www.egovlink.com/egovsupport Email: egovsupport@edlink.com

ADMINISTRATION CONSOLE You are logged in as Admin ECLINK.

Navigation

Manage Action Line Requests [E-Gov Request Manager]

Search/Sorting Option(s)

Assigned To: Anyone Order By: Date Descending

Status: ☒ Submitted ☒ In Progress ☒ Waiting ☒ Resolved ☒ Dismissed

Sub-Status: [Show/Hide Sub-Status List](#)

Categories and Forms: All Categories

Department: All Departments Report Type: List

From: 5/18/2017 To: 5/18/2018 Or Select Date Range from Dropdown...

From/To Dates will search on: Active Requests

Submitted By: First: all Last: all

Contact Street Name: all

Issue/Problem Location: Street Number: Street Name:

Custom Field:

Business Name: all

Tracking Number:

Display: Open Over Days (in days)

Records per Page: 25

SEARCH

Default Search Options

Currently using System Options Run Default Search

Set Current Search Options as Default

Set System Search Options as Default

Show Action Line Summary Widget

\*\*\* Summary ONLY uses from/to dates \*\*\* and "date type" for results limitation

Click here "Preview New Look" to toggle to new look, which will be launched around July 2nd.

**LIST REPORT** Map It! Page 1 of 31 | 753 total Action Item Requests Download as CSV Download as CSV (parsed) Download Activity Log Print Work Order(s)

<< Back Next >> [No User Assignment Exists] SUBMITTED Action Line Admins Bulk Assign

Custom Report - Code Violations Printer Friendly Results

Action Line Form	Date submitted	Due Date	Status [Sub-Status]	Submitted by	Contact Street Name	Assigned to	Department	Issue/Problem Location Street Name
(12010551133) Pothole	5/11/2018		SUBMITTED			Jerry Felix	DPS	Street Address has not been entered.
(12010471127) Pothole	5/11/2018		SUBMITTED			Jerry Felix	DPS	Street Address has not been entered.
(11986261533) Alexa Submission	5/2/2018		SUBMITTED	Jerry Felix		Jerry Felix	Code Enforcement	
(11983830636) Alexa Submission	5/2/2018		SUBMITTED	Jerry Felix				
(11970530959) Appliance Collection	4/26/2018		SUBMITTED	Terry Foster	11204 ACREWOOD DRIVE	Terry Foster	DPS	11204 ACREWOOD DRIVE

\* = Non-Listed Street Address

## New Action Line

**E-GOV LINK** Phone: 513.591.7361 Web Site: www.egovlink.com/egovsupport Email: egovsupport@edlink.com

ADMINISTRATION CONSOLE You are logged in as Admin ECLINK.

Navigation

Manage Action Line Requests [E-Gov Request Manager]

Search/Sorting Options

**LIST REPORT** Page 1 of 31 | 753 total Action Item Requests

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Action Line Form	Date submitted	Due Date	Status [Sub-Status]	Submitted by	Contact Street Name	Assigned to	Department	Issue/Problem Location Street Name
(12010551133) Pothole	5/11/2018		SUBMITTED			Jerry Felix	DPS	Street Address has not been entered.
(12010471127) Pothole	5/11/2018		SUBMITTED			Jerry Felix	DPS	Street Address has not been entered.
(11986261533) Alexa Submission	5/2/2018		SUBMITTED	Jerry Felix		Jerry Felix	Code Enforcement	
(11983830636) Alexa Submission	5/2/2018		SUBMITTED	Jerry Felix				
(11970530959) Appliance Collection	4/26/2018		SUBMITTED	Terry Foster	11204 ACREWOOD DRIVE	Terry Foster	DPS	11204 ACREWOOD DRIVE
(11832491054) Property Maintenance Code Violations	3/23/2018	3/30/2018	RESOLVED	Christina Schappacher	4303 Hamilton avenue	Christina Schappacher	Building	7849 BICENTENNIAL PLACE
(11782461036) Property Maintenance Code Violations	3/1/2018		RESOLVED	Christina Schappacher		Christina Schappacher	Building	9703 BUNKERHILL LANE
(11732211824) Appliance Collection	2/7/2018		RESOLVED			Terry Foster	DPS	asdfsdf *
(11708191038) Property Maintenance Code Violations	1/26/2018		RESOLVED [Letter Sent]	Christina Schappacher	4303 Hamilton avenue	Christina Schappacher	Building	10410 BOOKMARK PLACE
(11693921153) Appliance Collection	1/19/2018		DISMISSED	Jerry Felix	9378 Mason Montgomery Road #428	Jerry Felix	DPS	11204 ACREWOOD DRIVE
(11678241013) Pothole	1/12/2018		SUBMITTED	Christina Schappacher	4303 Hamilton avenue	Jerry Felix	DPS	8882 E. KEMPER ROAD
(11675641108) Dead animal removal	1/11/2018		DISMISSED	Christina Schappacher	4303 Hamilton avenue	Jerry Felix	DPS	8676 ARCTURUS DRIVE
(11675401014) Property Maintenance Code Violations	1/11/2018	1/12/2018	RESOLVED [Investigating]	Christina Schappacher	4303 Hamilton avenue	Christina Schappacher	DPS	10620 BRANDYWINE LANE
(11639991644) Pothole	12/21/2017		SUBMITTED			Jerry Felix	DPS	Street Address has not been entered.
(11614320825) Appliance Collection!	12/8/2017		RESOLVED			Terry Foster	DPS	Street Address has not been entered.
(11614300823) Appliance Collection!	12/8/2017		SUBMITTED			Terry Foster	DPS	Street Address has not been entered.
(11614290821) Appliance Collection!	12/8/2017		SUBMITTED			Terry Foster	DPS	Street Address has not been entered.

\* = Non-Listed Street Address

**E-GOV LINK**

Click here "Turn Preview Off" to toggle back to current Action Line.

2

## Action Line List Page

We're collapsing the search options to show you the list of Action Line items closer to the top of the page.

### Current Action Line

Manage Action Line Requests [E-Gov Request Manager]

Search/Sorting Option(s)

Assigned To: [Anyone] Order By: [Date Descending]

Status: ☒ Submitted ☒ In Progress ☒ Waiting ☒ Resolved ☒ Dismissed

Sub-Status: [Show/Hide Sub-Status List](#)

Categories and Forms: [All Categories]

Department: [All Departments] Report Type: [List]

From: 5/18/2017 To: 5/18/2018 Or Select Date Range from Dropdown...

From/To Dates will search on: Active Requests

Submitted By: First: [all] Last: [all]

Contact Street Name: [all]

Issue/Problem Location: Street Numbers: [ ] Street Name: [ ]

Custom Field: [ ]

Business Name: [all]

Tracking Number: [ ]

Display: Open Over Days [ ] (in days)

Records per Page: 25

SEARCH

**LIST REPORT** [Map It!](#)

Page 1 of 31 | 753 total Action Item Requests [Download as CSV](#) [Download as CSV \(parsed\)](#) [Download Activity Log](#) [Print Work Order\(s\)](#)

<< Back Next >> [No User Assignment Exists] SUBMITTED Action Line Admins Bulk Assign

Action Line Form	Date submitted	Due Date	Status [Sub-Status]	Submitted by
(12010551133) Pothole	5/11/2018		SUBMITTED	
(12010471127) Pothole	5/11/2018		SUBMITTED	
(11986261533) Alexa Submission	5/2/2018		SUBMITTED	Jerry F

### New Action Line

Manage Action Line Requests [E-Gov Request Manager]

Search/Sorting Options

**LIST REPORT**

Page 1 of 31 | 753 total Action Item Requests

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Action Line Form	Date submitted	Due Date	Status [Sub-Status]	
(12010551133) Pothole	5/11/2018		SUBMITTED	
(12010471127) Pothole	5/11/2018		SUBMITTED	
(11986261533) Alexa Submission	5/2/2018		SUBMITTED	
(11983830636) Alexa Submission	5/2/2018		SUBMITTED	
(11970530959) Appliance Collection	4/26/2018		SUBMITTED	
(11832491054) Property Maintenance Code Violations	3/23/2018	3/30/2018	RESOLVED	Chr
(11782461036) Property Maintenance Code Violations	3/1/2018		RESOLVED	Chr
(11732211824) Appliance Collection	2/7/2018		RESOLVED	
(11708191038) Property Maintenance Code Violations	1/26/2018		RESOLVED (Letter Sent)	Chr
(11693921153) Appliance Collection	1/19/2018		DISMISSED	
(11678241013) Pothole	1/12/2018		SUBMITTED	Chr
(11675641108) Dead animal removal	1/11/2018		DISMISSED	Chr
(11675401014) Property Maintenance Code Violations	1/11/2018	1/12/2018	RESOLVED (Investigating)	Chr

We've grouped many of the different tools into a "tools" menu

The current Action Line list tools across the width of the screen.

**LIST REPORT** [Map It!](#)

Page 1 of 31 | 753 total Action Item Requests [Download as CSV](#) [Download as CSV \(parsed\)](#) [Download Activity Log](#) [Print Work Order\(s\)](#)

<< Back Next >> [No User Assignment Exists] SUBMITTED Action Line Admins Bulk Assign

Action Line Form	Date submitted	Due Date	Status [Sub-Status]	Submitted by	Contact Street Name	Assigned to	Department	Issue/Problem Location Street Name
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The new Action Line provides a drop-down menu towards the upper right-hand corner of the screen to access tools.

\* = Non-Listed Street Address

ts] SUBMITTED Action Line Admins Bulk Assign

**Tools**

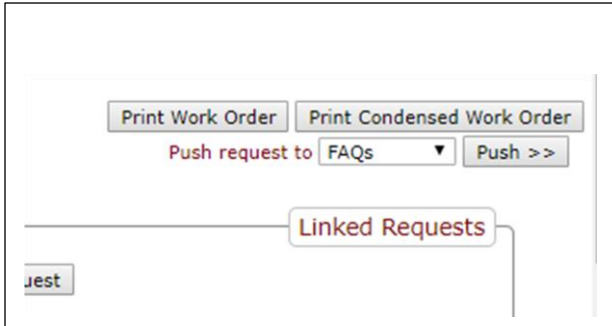
- Request Summary
- Map It!
- Download as CSV
- Download as CSV (parsed)
- Download Activity Log
- Custom Report - Code Violations
- Printer Friendly Results
- Print Work Order(s)

Assigned to	Department	
Felix	DPS	S
Felix	DPS	S
Felix	Code Enforcement	
Foster	DPS	1
chappacher	Building	7
chappacher	Building	9
Foster	DPS	a
chappacher	Building	10410 BOOKMARK PLACE

## Action Line Response Page

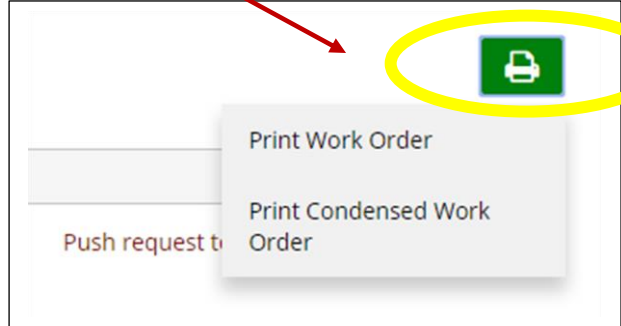
We've grouped the print options into a print menu.

Current Action Line



The current interface shows two buttons: "Print Work Order" and "Print Condensed Work Order". Below them is a "Push request to" dropdown menu set to "FAQs" and a "Push >>" button. A "Linked Requests" button is also visible.

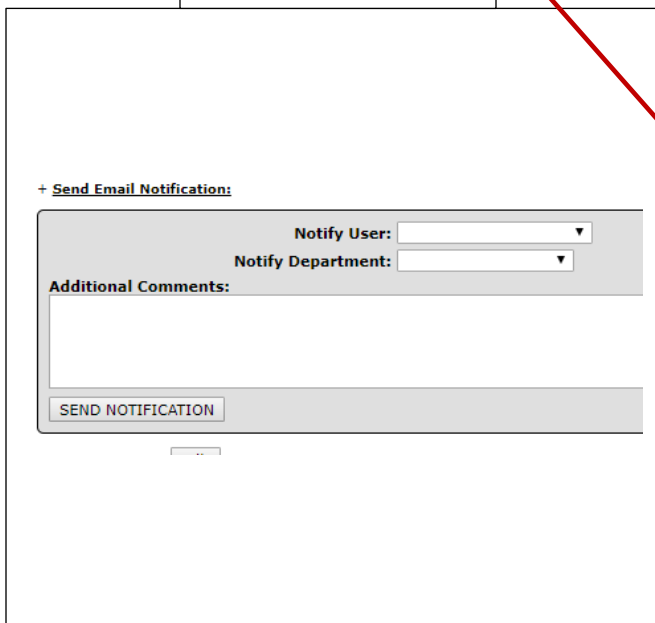
New Action Line



The new interface features a "Print" icon (a green square with a white printer symbol) circled in yellow. A red arrow points from the text "We've grouped the print options into a print menu." to this icon. Below the icon is a dropdown menu with two options: "Print Work Order" and "Print Condensed Work Order".

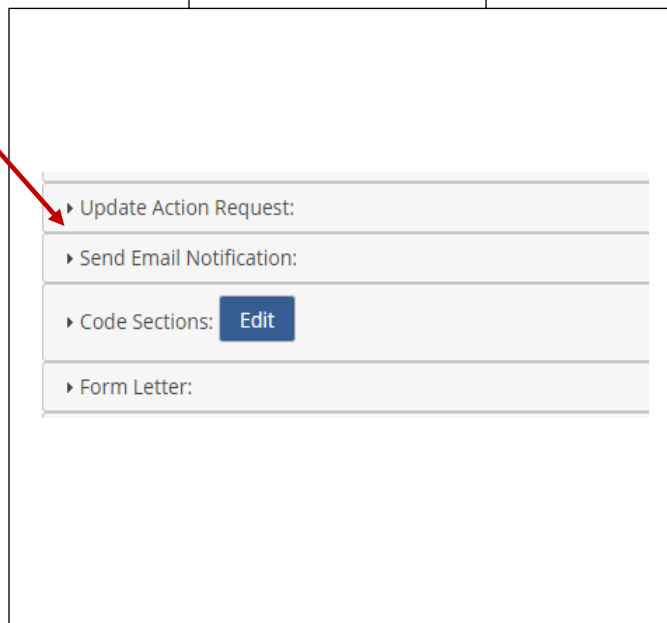
We've improved the appearance and readability by setting some of the menus to default to the collapsed mode until needed, for example refer to "Send Email Notifications".

Current Action Line



The current interface shows a "Send Email Notification" section with a "Notify User:" dropdown, a "Notify Department:" dropdown, and an "Additional Comments:" text area. A "SEND NOTIFICATION" button is at the bottom.

New Action Line



The new interface shows a list of actions: "Update Action Request:", "Send Email Notification:", "Code Sections: Edit", and "Form Letter:". A red arrow points from the text "We've improved the appearance and readability by setting some of the menus to default to the collapsed mode until needed, for example refer to 'Send Email Notifications'." to the "Send Email Notification:" item.

# Action Line Enhancements



In summary, we have refreshed our Action Line pages to provide improved visual appeal and easier navigation. The preview buttons have been placed on the page to give users a chance be aware of the changes before they are put permanently in place, around July 2nd. As always, we love to hear your feedback! If you would like to comment on the updates, please let us know what you think here:

[Enhanced Action Line Feedback.](#)

## Build a Stronger Link to Your Community with *E-Gov Link!*

Create a more user-friendly experience

Provide residents more self-service options

Save staff time & increase productivity

[How can we help you Link?](#)

[sales@egovlink.com](mailto:sales@egovlink.com)

513-591-7369

[www.egovlink.com](http://www.egovlink.com)

