

SDG Counties Customer Service Program

What the Program Does

The program tracks cases which can be complaints, comments, questions etc. The intention of the program is to:

- Help staff record information faster and in a consistent format
- Notify staff about cases that have been assigned to them
- Track the actions that are taken on a case
- Assist staff in managing cases by keeping track of which cases are open and which are closed

Example Case Walk Through

- 1) **Receive Issue** - Adventurous Annie calls the Municipality to report a pothole on her road.
- 2) **Record Issue** - The call is answered by Organized Oscar, who clicks the add case button on his very organized desktop computer and opens the Add Case Form (which is a google form) and uses it to:
 - a. Record Annie's contact info
 - b. Record Information about the pot hole
 - c. Assign the Case to a staff member, which in this case is Hard Working Harold
- 3) **Notify Staff** - Oscar thanks Annie for reporting the pot hole, hangs up the phone, and carries on with his other duties. Meanwhile the customer service program has done the following:
 - a. Saved the case information in the case database (which is a google sheet)
 - b. Sent an email to Harold notifying him about the pot hole issue
- 4) **Take Action** - Meanwhile Harold has been busily working on replacing a high density polyethylene pipe culvert, which just happens to be on Annie's Street. Harold Opens the email on his phone and reads about the issue. Since he is close by he goes over and inspects the pot hole right away.
- 5) **Record Action** - After inspecting the pot hole Harold pushes the Add Action link in the email (which opens a google form). Harold uses the form to:
 - a. Record that the pot hole was inspected.
- 6) **Reassign Case** - Harold then reassigns the case to Prompt Pauline with the edit case form.
- 7) **Close Case** - The customer service program sends Prompt Pauline an email , which she rapidly reads, then drives to the pot hole and fixes it. Pauline then uses the add action form to mark the case as closed.