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

How the Program Works

The program takes advantage of Google’s Cloud infrastructure, which in short means it uses the following:

* Google Forms for data input
* Google spreadsheets – for data and settings storage
* Google documents – for report generation
* Google Gmail for email notification
* Google Scripts – to automate the system
* As well as a number of other behind the scenes Google components

Typical Case Walk Through

1. A resident calls to report a drainage issue in front of their property
2. A staff member receives the call and records the contact information, case details, and assigns the case.
3. The customer service program automatically sends an email to the person responsible for the case. The email contains the case details and a link to add an action
4. The email recipient drives to the property and inspects the site. On their phone they use the add action link to record that the inspection is complete. They also add an action that work has been scheduled on the property in two weeks.
5. In two weeks the work is completed and a final action is added to the case indicating that everything is done and the case is resolved.
6. The customer service program will mark the case as closed.

Current Status of the Program

* The program is now ready for initial testing.
* Plan to complete the testing this fall
* After the testing is complete the program can be made available.