SCF

Better Communication, Stronger Communities
SeeClickFix Turns Citizen Complaints into Productive Workflow

Citizens use SeeClickFix to connect with local governments

Citizens use mobile apps and website tools to submit service requests, find information and receive targeted notifications in real-time.

Officials route requests, assign work and engage with citizens

Officials use SeeClickFix hosted tools to set up automatic routing, manage workflow and seamlessly engage with citizens. SeeClickFix also integrates with your current work order systems, allowing for automatic and synchronized communication between city officials and residents.

Fractured communication damages service quality and increases cost

For citizens, reporting neighborhood problems is inconvenient, confusing and opaque. For governments, misinformation is costly and closing the loop is infeasible.

Citizen Problem

For many citizens, reporting neighborhood problems is difficult, confusing and opaque. Connecting with the correct agency is tedious and once you have, receiving updates on your concern is even more difficult. Plus, for professionals, city hall hours are inconvenient. For many, this process is difficult enough they simply give up. This means that there are entire groups of people whose concerns are not reaching local government. For those who are young, low-income, or busy, city hall is out of reach.

Government Problem

For governments, routing problems to the right place, with the right information is tedious. Typically this process involves a handful of departments, phone calls, sticky notes, and excel spreadsheets. Inevitably, problems fall through the cracks. If the problem gets to the right place, it is even more difficult to update the citizen on progress, and thus, frustrated citizens often escalate concerns to elected officials who put further pressure on officials to improve service.

Request management tools improve service and reduces cost

SeeClickFix is a central communication hub that connects citizens directly with public services. This allows cities to seamlessly update citizens on work status based on workflow automation.

Self Service

Mobile and web tools allow citizens to self serve information and services — reducing call volume and increasing access for citizens.

Data Quality

The SeeClickFix mobile app and website widgets make reporting easy and accurate for citizens — improving the quality of data and reducing costly errors.

Automated Communication

SeeClickFix reduces the cost of communication by connecting city workflow with automated citizen updates and asynchronous communication.

SeeClickFix is the largest citizen services network in the world

SeeClickFix works with hundreds of agencies, connecting hundreds of thousands of citizens, to resolve millions of issues in communities throughout the United States.