



SALESFORCE CONSULTING PARTNER



Washington DC | Los Angeles | India



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m



- 311 & Case Management:
 - Manually submit each case to 311 and then enter all the information again into a tracker
 - Case status had to be queried from 311's database one at a time, could be up to 60 at a time
 - Searching was difficult, cases could only be sorted by date

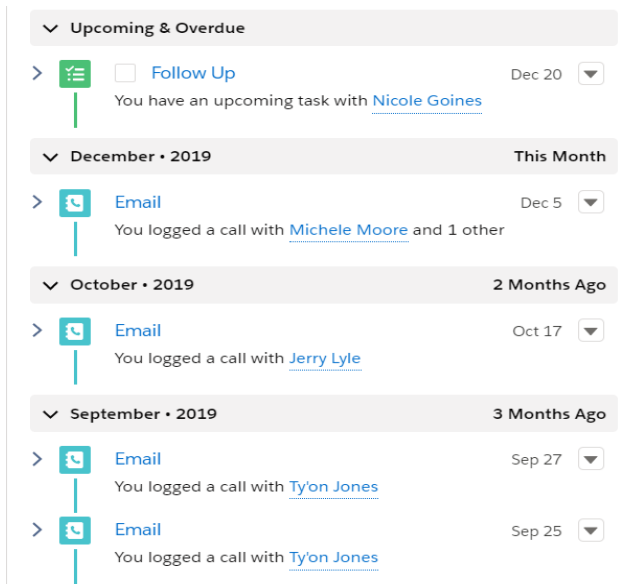
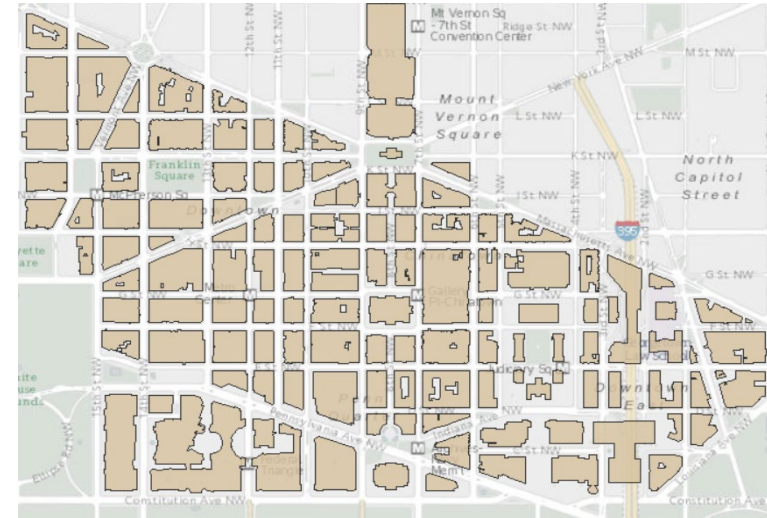
7/16/2018	901 F Street NW	901 F Street NW	18-00377623	Dan	Paver is raised and broken, there is also debris underneath the paver that would need to be removed. No cut is needed the paver needs only to be reset to eliminate the trip hazard	Sidewalks	DDOT	311 request was placed. Submitted on BID Council sidewalk repair list (11/26).	Open as of 7/23/18
7/16/2018	1301 G Street NW	1301 G Street NW,	18-00377650	Dan	There are a total of six pavers that are either raised or sinking and they all need to be reset to eliminate the tripping hazard	Sidewalks	DDOT	311 request was placed. Sent to Jermain on 8/3 to give to his team.	Open as of 7/23/18
7/16/2018	1304 G Street NW	1301 G Street NW	18-00377705	Dan	There is a broken paver next to a trashcan that needs to be cut to eliminate the tripping hazard; sinking.	Sidewalks	DDOT	311 request was placed, Submitted on BID Council sidewalk repair list (11/26).	Open as of 7/23/18
7/16/2018	15th & F Street NW	1495 F Street NW	18-00377730	Dan	2 pavers are cracked and rising at the intersection, replacement pavers need cuts.	Sidewalks	DDOT	311 request was placed	Open as of 7/23/18



Current workflow


- 311 and Case Management:
 - Only have to submit cases one time
 - Status of cases is automatically updated
 - Case Management is archived and linked to SF contacts
 - More than doubles the efficiency
 - Everything is customizable

- Efficiency
 - Eliminates the need to “double-enter” 311 on city website and BID tracker
 - Creates a system to pull public asset conditions, process is iterable
 - GIS integration allows for powerful queries on Salesforce data

























- Organization & Management
 - Able to create automatic monthly reporting features for 311
 - Data is widely available to the whole organization
 - Can track case management activities, set reminders and follow-ups, and can send emails directly through Salesforce

Custom List Views

Cases **All Open Cases** 

60 items • Sorted by Case Aging • Filtered by my cases • Internal Status • Updated a few seconds ago

Search this list...      

<input type="checkbox"/>	Case Number	Internal Status	Case Type	Service Request	Case Aging ↓	DC MAR Address Location	DC 311 Status
1	<input type="checkbox"/> 00003253	Working	311	Sidewalk Repair	337	441 NEW JERSEY AVENUE NW, WASHINGTON, DC 20001	open 
2	<input type="checkbox"/> 00003290	Working	311	Roadway Repair	312	620 F STREET NW, WASHINGTON, DC 20004	open 
3	<input type="checkbox"/> 00003325	Working	311	Sidewalk Repair	283	301 C STREET NW, WASHINGTON, DC 20001	open 
4	<input type="checkbox"/> 00003327	Working	311	Sidewalk Repair	283	400 5TH STREET NW, WASHINGTON, DC 20001	open 
5	<input type="checkbox"/> 00003333	Working	311	Sidewalk Repair	276	527 14TH STREET NW, WASHINGTON, DC 20004	open 
6	<input type="checkbox"/> 00003337	Working	311	Sidewalk Repair	274	601 INDIANA AVENUE NW, WASHINGTON, DC 20004	open 
7	<input type="checkbox"/> 00003372	Working	311	Sidewalk Repair	269	960 14TH STREET NW, WASHINGTON, DC 20005	open 
8	<input type="checkbox"/> 00003377	Working	311	Sidewalk Repair	263	1018 VERMONT AVENUE NW, WASHINGTON, DC 20005	open 
9	<input type="checkbox"/> 00003381	Working	311	Sidewalk Repair	249	500 1ST STREET NW, WASHINGTON, DC 20001	open 
10	<input type="checkbox"/> 00003385	Working	311	Sidewalk Repair	247	1331 H STREET NW, WASHINGTON, DC 20005	open 
11	<input type="checkbox"/> 00003391	Working	311	Roadway Repair	247	1107 I STREET NW, WASHINGTON, DC 20005	open 
12	<input type="checkbox"/> 00003404	Working	311	Sidewalk Repair	234	527 14TH STREET NW, WASHINGTON, DC 20004	open 
13	<input type="checkbox"/> 00003409	Working	311	Sidewalk Repair	228	65 MASSACHUSETTS AVENUE NW, WASHINGTON, DC 20001	open 
14	<input type="checkbox"/> 00003411	Working	311	Sidewalk Repair	227	1301 NEW YORK AVENUE NW, WASHINGTON, DC 20530	open 
15	<input type="checkbox"/> 00003432	Working	311	Roadway Signs	213	1001 H STREET NW, WASHINGTON, DC 20001	open 
16	<input type="checkbox"/> 00003442	Working	311	Sidewalk Repair	210	725 15TH STREET NW, WASHINGTON, DC 20005	open 

Dash Boards

Cases Opened Last Month



- Service Request
- Pothole
 - Streetlight Repair
 - Sidewalk Repair
 - Roadway Repair
 - Roadway Signs
 - Fire Hydrants
 - Sidewalks
 - Traffic Signal Issue

[View Report \(Cases Opened Last Month\)](#)

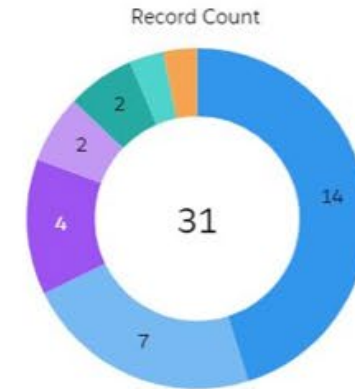
Cases Closed Last Month



- Service Request
- Pothole
 - Traffic Signal Issue
 - Roadway Signs
 - Sidewalk Repair
 - Streetlight Repair
 - Fire Hydrants

[View Report \(Cases Closed Last Month\)](#)

Open Cases



- Service Request
- Sidewalk Repair
 - Streetlight Repair
 - Roadway Repair
 - Pothole
 - Traffic Signal Issue
 - Roadway Signs
 - Sidewalks

[View Report \(Open Cases\)](#)

Property Managers



- Service Request
- Sidewalks

[View Report \(Property Managers\)](#)

Cases Closed This Month



- Service Request
- Sidewalk Repair
 - Streetlight Repair
 - Pothole
 - Roadway Signs
 - Roadway Repair
 - Traffic Signal Issue

[View Report \(Cases Closed This Month\)](#)

Cases Opened This Month



- Service Request
- Streetlight Repair
 - Sidewalk Repair
 - Pothole
 - Traffic Signal Issue

[View Report \(Cases Opened This Month\)](#)

A dark, silhouetted background showing a speaker on a stage with arms outstretched, facing an audience seated in rows of chairs.

Thank you



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