

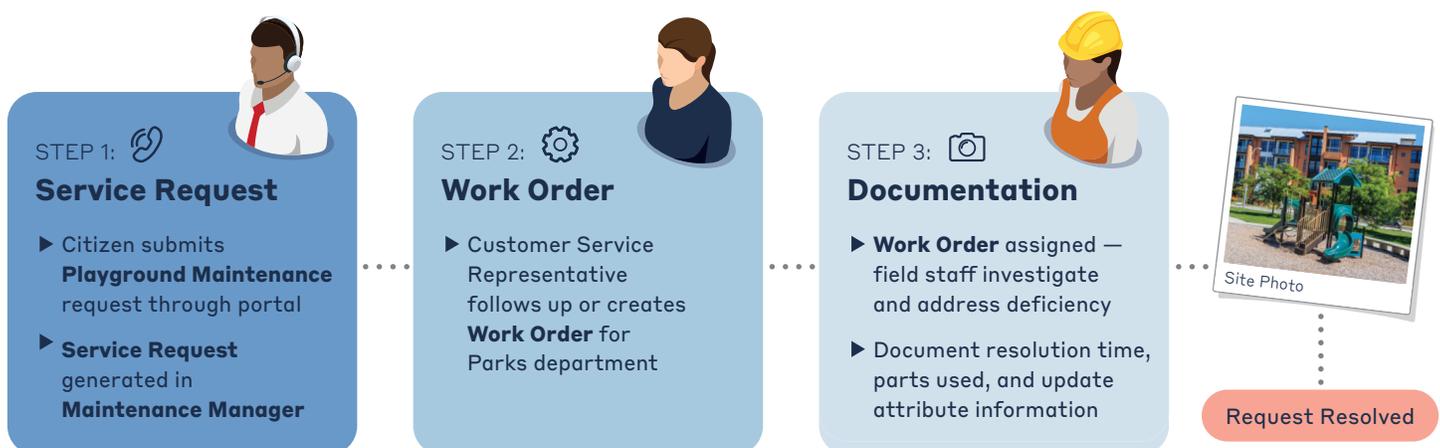
# Citizen Request Portal

**PSD Citywide's Citizen Request Portal** improves engagement with your community. This online portal allows your citizens to submit information directly through your website such as pothole locations, tree maintenance requests, and playground repairs. This reduces incoming phone calls and allows your customer service team to streamline and track all submissions through our Maintenance Manager CMMS.

## Benefits of Citizen Request Portal

-  Simple online portal that anyone can use
-  Action Service Requests into Work Orders to resolve issues
-  Customizable fields for better data management
-  Attach Service Requests to customers and properties
-  Reduce phone calls with unique tracking on each request
-  Fast and streamlined reporting

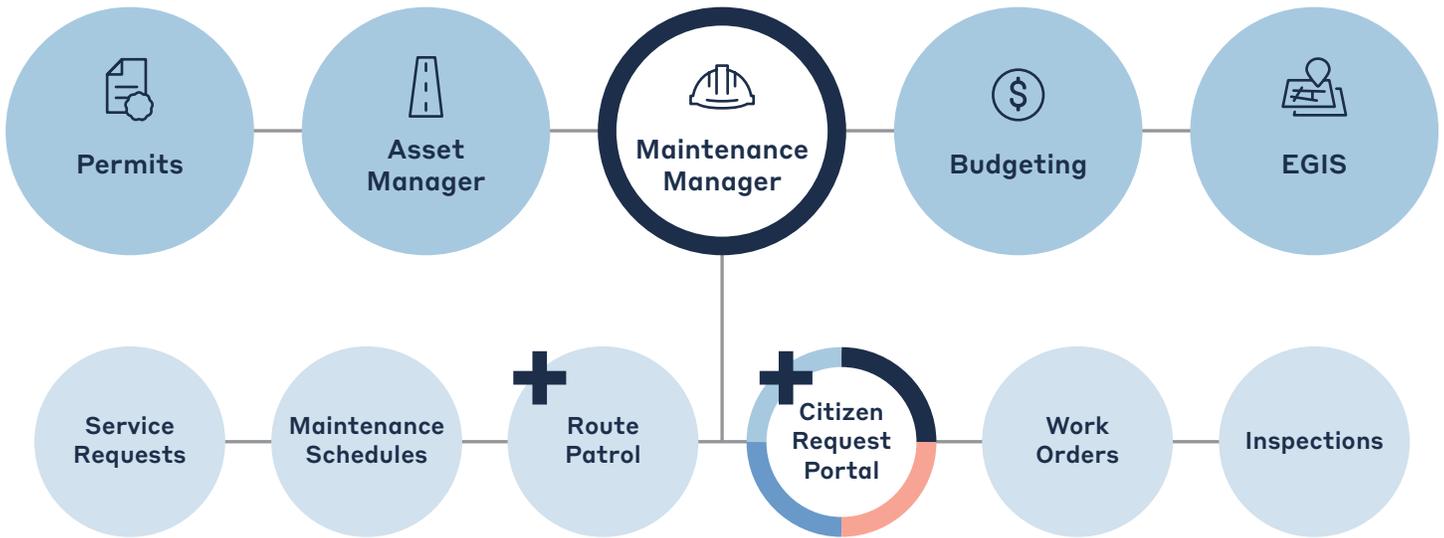
## Citizen Request Portal Workflow





## How Citizen Request Portal works with our Enterprise Asset Management System (EAMS)

PSD Citywide’s Citizen Request Portal is an add-on to our Maintenance Manager CMMS platform. This tool is a page that is embedded on your organization’s website to allow for easy submissions from citizens. These submissions are automatically created in Maintenance Manager and generate service requests for your team to action — allowing for faster, streamlined customer service.



**Streamline and improve your customer service.**

Visit our website to learn more and connect with us.