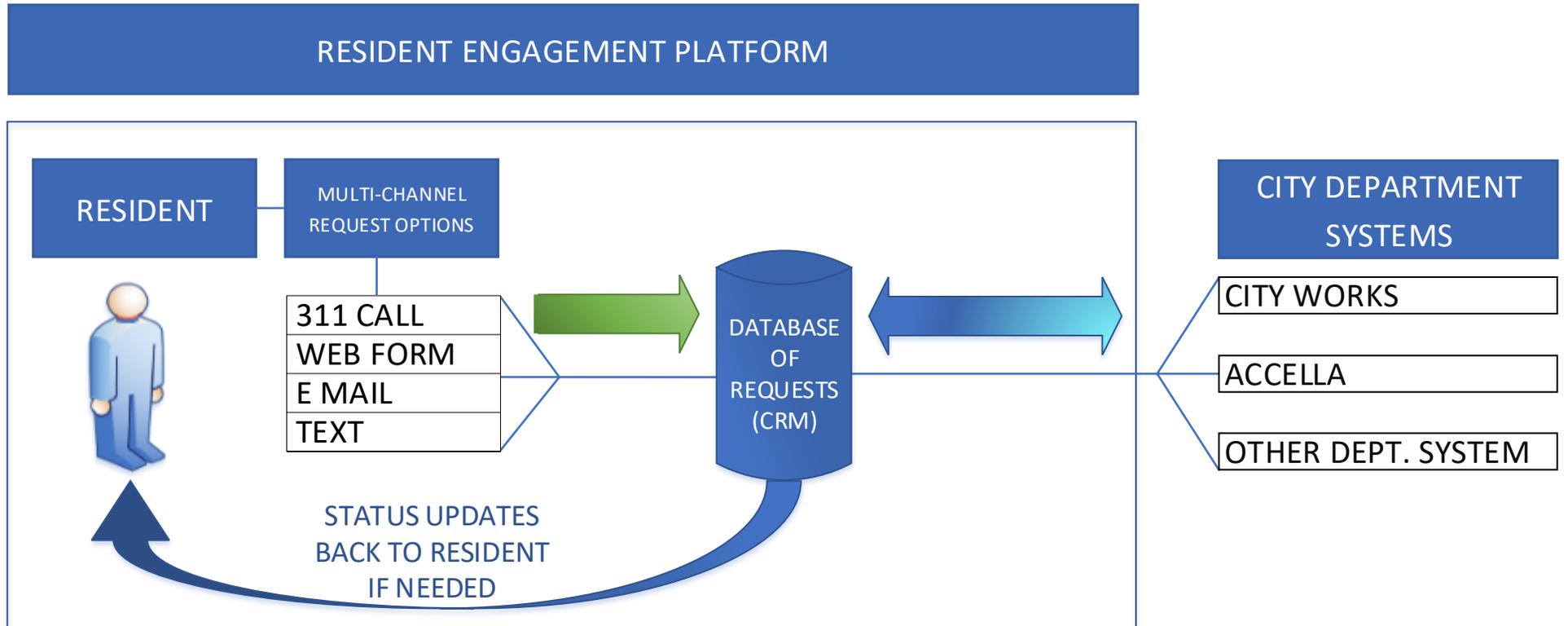


# Future State – Resident Engagement Platform Integration Into Overall 311 Call Center Operation



Who has access to Multi Channel Request Options?

- 311 Call Takers
- After Hours Call Takers
- City Council
- Residents

Who has access to Database of Requests?

- Administrator
- Data Analytics Team
- System Integrator
- Government Affairs
- Communications Team

Who has access to City Department Systems?

- City Departmental/Divisional Champions
- City Service Employees
- Directors