

GetABBY

Changing the Conversation

311 Solutions That Go Beyond The Phone



- Ask Questions
- Submit Service Requests
- Manage Your Account
- Chat with a Representative

GetABBY – An Integrated 311 Solution

Whether by Phone (IVR), Web, or Mobile,
Your citizens can reach 311 where and when they choose.

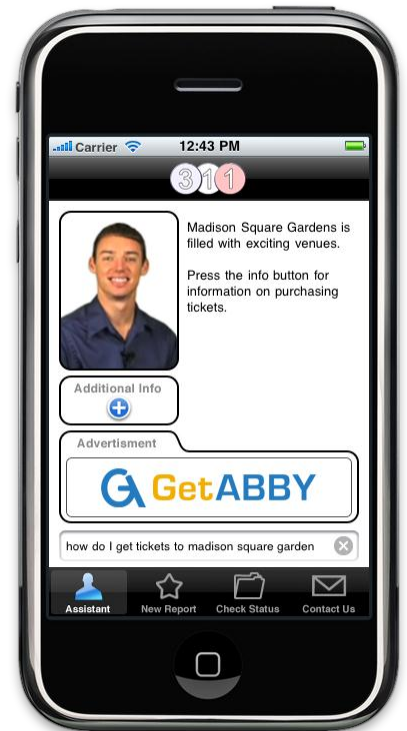
IVR

- Scalability
- ABBY answers FAQs
- ABBY takes service requests and payments
- Call your citizens BEFORE they call you
- Alert your citizens to issues with services
- Reach out to your citizens to alert them of unpaid water bills, parking tickets, etc. and offer to take their payment, all in a single phone call
- Gain a better understanding of how your citizens view your services through citizen satisfaction surveys



Web and Mobile

- Respond to emails & SMS
- Reduce costs / better results
- Service the Citizen – 24/7/365 at virtually no additional cost
- Receive status updates of reported issues
- Alert citizens through the 311 app on their smartphone of service interruptions and issues before they contact you to complain
- ABBY Chat at a fraction of the cost of a phone call
- Converse in over 23 languages



Isn't it time for you to...

GetABBY

