

# Accela Fall 2020 Release

This is a major release for Accela and includes enhancements in the following areas:

- › Accela Insights, which brings new capabilities for data visualization and analysis
- › Premium Citizen Experience powered by OpenCities, to provide more engaging digital experiences for citizens
- › Two new Civic Applications, including Occupational Licensing and Service Request Management
- › Updates to the Civic Platform for V20.2

This release was designed and developed through extensive customer engagement and feedback, and created to provide the following benefits:

- › Enhanced usability for end users
- › Ease of maintenance for Accela Administrators
- › Improved data analysis, visualization, and dashboard creation
- › More out-of-the-box functionality in specific domains for faster time to value and better solution outcomes
- › Significant new capabilities for better customer/citizen experiences

## Accela Insights

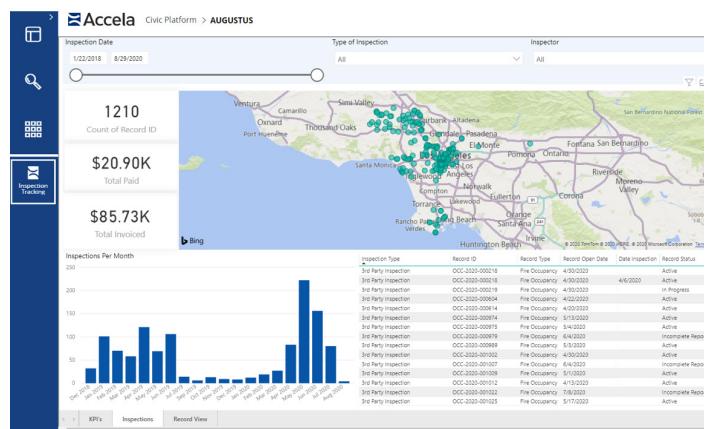
Accela Insights is a new data visualization tool which allows end users to seamlessly create modern and interactive dashboards within Accela. It is a robust, self-service way to gain deeper insights from the data generated by Accela during process automation.

This new offering provides multiple views into Accela data through visualizations representing different information and insights. It does this with an interface simple enough for end users to create their own dashboards while accessing their data through business terms they are familiar with and understand.

There are many benefits for customers leveraging Accela Insights, including:

- › No additional cost—Accela Insights is included in every Accela subscription seat license.
- › Direct, secure access to users' data, translated into commonly known business terms.
- › Agencies can easily translate complex data into coherent, visually immersive, and interactive insights through a customizable dashboard without the need to hire external analysts.
- › Use the Accela report management framework they are already familiar with to assign permissions and deploy the new Accela Insights dashboards.
- › All Accela users can build and view dashboards within Accela; they just need login to the Civic Platform.

A sample of the types of reporting available with Accela Insights is displayed below.



Accela Insights more easily and effectively turns a customer's magnitude of complex data into coherent, visually immersive, and interactive insights.

## Premium Citizen Experience powered by OpenCities

**Premium Accela Citizen Experience powered by OpenCities** enhances Civic Applications and the Civic Platform by enabling agencies to integrate a seamless digital experience and increase citizen self-service.

It is an optional offering which is available in two versions:

- One version includes the ability to create **full-enterprise sites** which allows customers to deploy a new OpenCities-built website horizontally across all departments within the agency, totally transforming their site into a new digital experience.
- The second version is a **department site**, which is perfect for agencies looking for a portal solution for a specific department. Accela can provide this version at a lower price point.

Premium Citizen Experience powered by OpenCities can be used with Accela Citizen Access and back office workflows to provide modern and intuitive citizen interfaces for broader permitting and licensing functions.

Agencies can easily manage their websites in-house without the need for custom coding or vendor change orders for both department-specific sites and broad agency-wide websites. And non-technical staff can easily make changes too.



Accela Premium Citizen Experience is a low-code/no-code solution to help agencies create highly dynamic and engaging websites and forms-based interactions, quickly and easily.

The true value of Accela's Premium Citizen Experience is that it provides a direct and fully integrated link between the OpenCities' engaging citizen experience, Accela's ACA for the structured data capture required to execute service provisioning, and Accela's backend "system-of-record" to apply workflows, business logic and many other elements to automate the service delivery.

## New Capabilities within the Civic Platform

There are many new features in the Fall 2020 release included in the Civic Platform V20.2. These include:

### XAPO Automated Data Syncing

- Allows the system to pull address/parcel/owner (APO) data and get the most current information in near real time.
- New version with V20.2 brings in data from external sources proactively, with increased performance consistency and faster downloads overall. This provides a significant improvement over existing functionality that depended on the external source for speed, causing drains on system resources with large data transfers.
- Checks for changes in data and pulls in only the changed data—not all the data—with every update.

### Forte Payments Adapter

- Extends our support of payment systems from PayPal and ACI and adds Forte Payments for card and ACH payments.
- Provides a pre-built integration to shorten implementation time and improve support and maintainability when using Forte payment services.

### Administration Features

- Exceptions—A new capability with master scripts in V20.2 allows our configurable rule sets (scripts) to handle exceptions, which reduces implementation time and makes it easier to configure and implement. This is not currently available in the Civic Platform.
- Record Type Cloning—With V20.2, customers can now clone record types to make development faster and easier. They can pick a record type similar to what they need, and clone it vs. building it from scratch. This results in fewer errors, faster creation of record types (from upwards of 15 or more minutes to just 20 seconds or so for each one), which can be a significant time savings when doing many at a time.

## Enhancements to Accela Mobile

- Offline Functionality—With V20.2, we have extended offline functionality for inspections and reporting for ease of use. This includes the ability to run reports offline, while previous versions required being connected to a network to run reports.
- Personalized Job Lists—Includes a personalized job list, which is the ability for users to change the actual data seen in job list by user role. This might be data for scheduled appoints for inspections, etc. Our system has lists of data, but it is fixed on dates, areas, and other basic information. This new flexibility in data access improves the ability for field workers to schedule and manage their workdays for greater efficiency.
- Optimized Mapping for IOS—Also added is a map update to IOS which provides route optimization for mobile workers, showing them the optimized routing and scheduling for their job lists. Previously, Accela has had the ability to show jobs on a map but could not optimize the routing. This new feature will improve the productivity of mobile workers and make it easy to create the most efficient schedules.

## Updated in Accela Citizen Access (ACA)

- Responsiveness—With V20.2 of ACA, we have added device responsiveness to adapt to various types of mobile devices. Previously, ACA was not mobile responsive without a custom wrapper, an additional component maintained by the customer. Now, the use of HTML/CSS technology provides that device responsiveness without the extra work and cost of developing custom wrappers.
- Brand Builder Improvements—The new version of ACA includes more productized templates for Brand Builder that customers can pick from vs. building them on their own. This provides more engaging websites with less development work.

## New Civic Applications

### Service Request Management

Citizen expectations have never been higher for request submissions and overall engagement. These requests for services can be to fix potholes, remove graffiti, or any types of public works and maintenance requests by citizens to improve their communities.

The solution to managing these requests is **Accela Service Request Management**

- Based on the Civic Platform
- Requests can be assigned automatically to qualified personnel
- Can process across multiple agencies and other systems such as work order or asset management

- Ties together requests from in-office, 311 phone, PC and mobile sources
- Includes customizable citizen portal with agency branding
- Agency can evaluate and process requests within single system
- Automates citizen status requests and resolution notification

The Service Request Management Civic Application is an out of the box solution for service request processing. This first version will include many service request record types and a variety of workflows, reports, rules, and notifications to help agencies get up to speed faster and at a lower cost.

### Occupational Licensing

The challenges with occupational licensing are consistent with other solutions from Accela, in that it includes application, payment, review, notifications, and citizen engagement elements, which cause issues and inefficiencies when these functions are manual, or paper based.

With occupational licensing, there is also the need for extensive documentation for occupation/education credentialing systems, to prove the applicant has completed the appropriate training and certifications to receive their license to perform their occupation.

The Occupational Licensing Civic Application V1 will include 29 occupation-oriented record types in this first release.

### Other Civic Applications in the Fall Release

With the Fall release, there are also the following new versions of Civic Applications being introduced as well, each with an additional set of record types and functions:

- Fire Prevention V2
- Business Licensing V3
- Environmental Health V3

### For More Information

More information on the newest versions of these Civic Applications can be found at [Accela.com/solutions](https://Accela.com/solutions).