



SOLUTION OVERVIEW

Accela Civic Application™ for Service Request Management (SRM)

Transform how residents interact with their local government. Whether reporting a pothole or notifying about a streetlight outage, our solution ensures every step—from submission to resolution—is transparent, efficient, and easy to use.



Connect with your community through service requests

Service requests are one of the most common ways communities engage with government. But many governments offer poor experiences due to fragmented infrastructure, disconnected workflows, and a lack of transparency. As a front door to government, service requests represent an opportunity to build stronger relationships with residents and businesses while investing in key infrastructure.

Benefits



Enhance community engagement

Make it easy for residents and business owners to report issues when it's convenient for them, from any device, and proactively notify them with updates or request more details as the request is addressed.



Intelligently route requests

Automatically assigns requests based on criteria that identify the most qualified responders within Public Works, Code Enforcement, and other service agencies, enabling faster, more efficient resolutions.



AI-assisted intake

A conversational interface helps residents create requests by classifying types, checking duplicates, and pre-filling fields. Image recognition extracts details from photos (e.g., potholes, graffiti) to auto-fill request information and location.



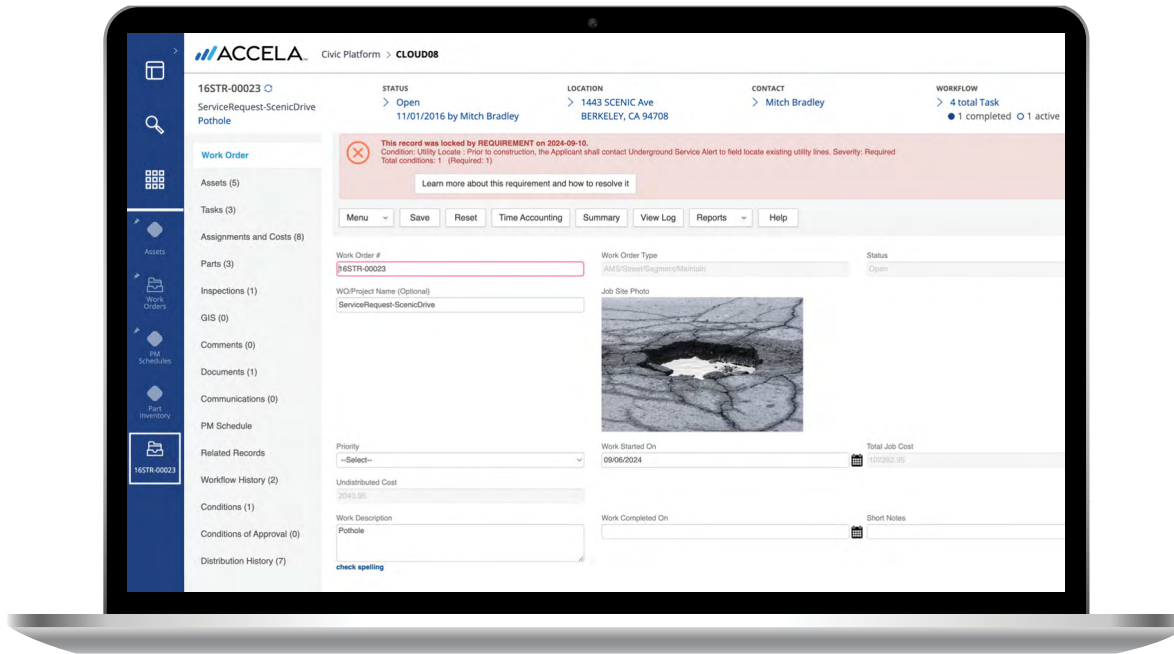
Maximize your Accela ROI

Integrate SRM with the new Accela Public Portal™ and Civic Applications for Code Enforcement and Asset Management for complete service request lifecycle management.



Complete jurisdictional visibility

Enable every Accela Civic Platform® user to proactively access and manage service requests while seamlessly integrating service request workflows into your current system. This unified approach links activities across your jurisdiction, providing real-time visibility and improved collaboration to increase efficiency and community impact.



Features



Automatically route requests to Code Enforcement, Public Works, and other service departments with pre-defined business logic



Control the privacy of requests, including public, private (internally viewable only), or sensitive (viewable by specific internal users)



Enable service request workflows for any agency in the Accela enterprise



Make data-driven decisions and share valuable information across departments with Accela Insights reporting and analytics



Manage priority levels, SLA, custom fields, and location requirements



Securely share data with partner departments and across the enterprise with role-based security



Utilize AI for service-specific benefits – improved request categorization and reduced false starts



Share agency information with residents, such as trash pickup, public services, and parks/landmarks/attractions



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Accela provides market-leading solutions that empower state and local governments to build thriving communities, grow businesses and protect citizens. Powered by Microsoft® Azure®, Accela's open and flexible technology helps agencies address specific needs today, while ensuring they are prepared for any emerging or complex challenges in the future. Accela is headquartered in San Ramon, California, with additional offices around the world.