FACT SHEET

SeeClickFix 311 CRM Software Integrations

Streamline your workflows across your departments and community.

Configurable, Flexible Integrations With Our Fellow Leaders in Government Technology

Integrate your SeeClickFix 311 CRM solution with the software you rely on across departments and teams to create workflow-multiplying automation. Our software integrates with leading technologies in asset and work order management, code enforcement, GIS, CRM, waste management, and more. Connecting these systems ensures that siloed systems, manual processes, and data black holes never slow your ability to maintain the safe, clean, and efficient community your residents expect.

These two-way integrations include syncing of request categories, automatic status updates, two-way commenting, and import of requests into SeeClickFix 311 CRM to reduce duplicate entries and provide transparency (specific functionality varies per integration).

CIVICPLUS®

888-228-2233 | CivicPlus.com

SeeClickFix 311 CRM Integrations

Asset and Work Order Management

SeeClickFix 311 CRM provides productized, hosted integrations with asset and work order management systems. These integrations enable resident requests to instantly route into asset management software. Through the two-way integrations, the public works staff and the resident requester are kept up to date with comments and status changes. This provides a front-end public-facing portal for the customer to track all requests while automatically integrating the requests with the customer's backend asset management system.

- ArcGIS Workforce
- Cartegraph Operations Management Software (OMS)
- Cityworks Asset Management Software (AMS)
- Brightly Asset Essentials
- IBM Maximo
- Infor Public Sector (IPS)
- Lucity
- PubWorks
- Tyler Enterprise Asset Management
- VUEWorks

311 and CRM

SeeClickFix 311 CRM provides productized, hosted integrations with enterprise CRMs. This enables a local government organization to utilize their enterprise system across departments while SeeClickFix 311 CRM has the public facing tool for easy-to-use request submission. Residents submit requests via mobile apps and web portals. The requests are then automatically submitted into the organization's CRM system for response. When closed by staff, the resident is automatically notified via SeeClickFix 311 CRM.

- Lagan (KANA Open 311 / Verint CRM)
- Oracle Service Cloud
- Microsoft Dynamics

Code Enforcement

SeeClickFix 311 CRM provides the ability to a manage a code enforcement complaint within the existing code enforcement software. These productized integrations offer the ability for residents to have a single portal for reporting all types of concerns into SeeClickFix 311 CRM, but for code enforcement type issues, they are sent to the existing code system. This enables residents to get notified on SeeClickFix 311 CRM automatically, for a seamless end-to-end experience, while your staff enjoy the workflow system they already know.

- CivicPlus® Community Development (Code Enforcement, Permitting, and Licensing)
- Accela Automation
- TRAKiT (CentralSquare)
- Tyler Technologies Enterprise Permitting & Licensing Software (EnerGov)

GIS

The SeeClickFix Connector for ArcGIS offers a one-way integration of your SeeClickFix 311 CRM data into ArcGIS Online. This integration provides a Feature Service within ArcGIS to display your request data in internal reports, public maps, and Esri Open Data Portals.

- ArcGIS Online

Waste Management

With the integration to Bigbelly's API, organizations using SeeClickFix 311 CRM can receive and process notifications about the status of Bigbelly stations in the same system that they already manage public service requests.

- Bigbelly
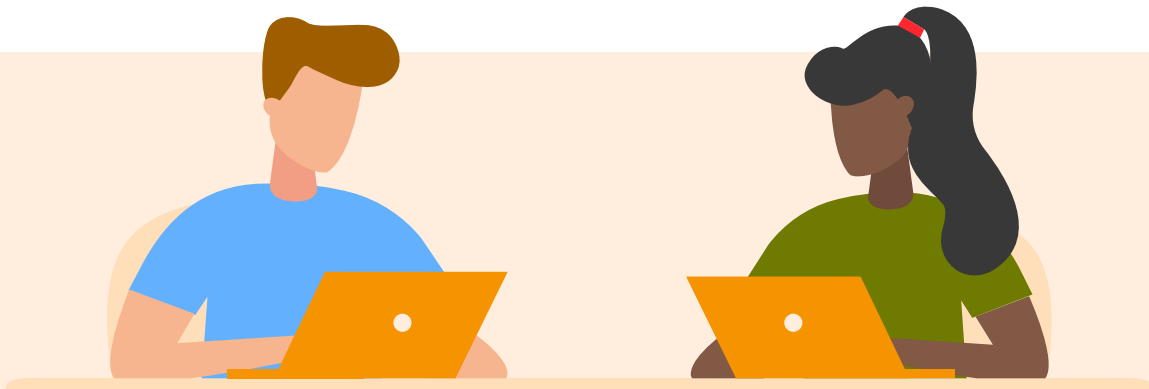
SeeClickFix 311 CRM + Community Development Integration

Enhance the Civic Experience with this all–encompassing tech stack

To ensure public works and code enforcement teams equally save time and effort managing resident requests with our solutions, we built an integration between our two industry-leading tools that provides the following functionality:

- The SeeClickFix 311 CRM tool displays existing requests and automatically sends them to the officers' Community Development module dashboard

- The above benefits occur without the officer engaging with the request in the 311 CRM software, meaning there is no additional work needed by the staff member

- Officers can respond and evaluate quickly from their mobile devices, which automatically updates the request status, notifying the resident that their community is addressing their issue

For more information about maximizing the capabilities of SeeClickFix 311 CRM, **contact your client success manager today**.