LOCAL GOVERNMENT CORPORATION

714 Armstrong Lane, Columbia TN 38401

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Call Tracking

A comprehensive call and complaint tracking system as well as a work flow management tool for controlling all calls and requests for service.

CTRAC System Features

- An extensive history is maintained that includes all actions related to the call
- User-defined forms, reports, letters, and work orders
- Seamless CTRAC integration allows many departments and offices to use the same software to monitor calls

- Unlimited free-form responses are available for each call to track activity such as the date, time, and respondent for each incident
- Supervisors can monitor and review the system in real time
- Includes on-line help features
- Each call is assigned a unique quick reference number for tracking purposes

Potential Uses

- City Managers
- Planning Department
- Sanitation Department
- Service Department
- Electric Department
- Water Department
- Gas Department
- Street Department
- Building Department
- Fire Department

Access Methods

- Caller Name
- Street Address
- Call Category
- Responsible Department
- Date and Time of Call
- Priority
- Phone Number
- Social Security Number
- User-defined Keys

Interfaces System Z's

- General Ledger
- Utility Billing
- Property Tax
- Payroll & Personnel
- Accounts Payable
- Fixed Assets
- Vehicle Maintenance

Total Information Solutions

Special Features

- A unique call or incident number is automatically assigned to each incident for quick reference purposes and can be used when callers check back for status reports.
- Facilities allow the user to archive old calls that have been closed by date range.
- Extensive security features allow call information to be secured by department, user, or call type.
- Call review facilities allow supervisors and upper management to monitor outstanding calls or all calls at a predetermined level.
- User-defined form generation allows work orders to be printed for activities associated with the call.
- Extensive pre-defined reports for monitoring calls by status, type, location, caller name, length of time open, etc.
- User-defined form generation allows letters, response cards, etc., to be created and can be used to inform the caller of the incident's status.
- Integrated to other System Z systems including Utility Billing, Property Tax, Business License, Payroll, and General Ledger.
- User-defined call, incident, and event types provide ease of entry as well as standardization.
- Use as an in-house notification system that refreshes the user's call monitoring screen each time calls are received.
- Includes a comprehensive event logging feature to record everything that happens to the incident – call backs, correspondence, reviews, assignments, etc.
- Our Customer Service policies assure users that as their needs and requirements grow and change, their System Z systems evolve with them. LGDPC software is updated annually. These upgrades and enhancements are provided as part of the annual software support program.
- Our experienced installations and training staff works with new customers to ensure that the CTRAC system is correctly configured to meet individual needs and to make sure the staff is adequately trained.
- All LGDPC systems are backed by a full-time toll-free Customer Support Center.

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