**Incident Management for Governments**

Tyler Incident Management™ is a web-based solution that effectively manages a municipality’s non-emergency inquiries, complaints and service requests. Local governments can set up common service requests with pre-defined workflow, ensuring that citizen reports and requests are properly routed and resolved as quickly as possible. It also allows citizens to submit their own requests and check incident history via a mobile app.

Tyler Incident Management reduces citizen use of 911 emergency call systems for non-emergency calls. These calls clog 911 lines, are costly to an organization and can cause life-threatening delays in emergency service.

Tyler Incident Management also features reporting for management track, monitor and analyze the handling and processing of requests. By collecting and analyzing these results, managers can maintain better control of internal processes, more easily assess staff performance and gain insight into their citizens’ needs.

**Easy to Use**

Tyler Incident Management makes it simple to report, track, create new incidents, search for an existing incident and run reports without delay.

While taking an incoming call, users can assign priorities, alert departments to the issue, and maintain citizen contacts and related issues. Tyler Incident Management then sends assignees an email alert so that the appropriate steps can be taken right away.

**Features**

- Automate email notifications to responsible personnel
- Easily attach documents, such as photos or incident reports
- Automatically link related incidents with reference tags
- Easily customize incident types with user-defined fields
- Create predefined, parameter-driven SQL Server Reporting Services (SSRS) reports
- Assist users with guides and templates using internal support platforms
- Easily view incidents with address mapping and add notes

**Benefits Include:**

- Efficiently handles citizen inquiries, complaints and service requests
- Reduces misuse of 911 emergency call system
- Provides citizens with direct and convenient communication to city services
- Streamlines implementation with pre-built incident templates
- Seamless integration with Munis, EnerGov and Tyler Content Manager
- Citizen app for self-reporting available
- Citizen web portal

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For more information, visit www.tylertech.com or email info@tylertech.com

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Tyler Incident Management

Integration

Tyler Incident Management interfaces directly with Munis®, EnerGov™ and Tyler Content Manager™. This seamless integration saves time by eliminating redundancy and decreases the potential for error.

Click2Report Mobile App

This native mobile application gives citizens the power to report incidents from anywhere. From the app they can describe an incident, GeoTag it on an Esri® map, upload photos taken with their phone and submit the incident for review. Citizens can then see whether others have shared the same incident or similar ones nearby, or follow nearby requests to see the follow-up from public services teams. This functionality significantly speeds up the process of reporting incidents for follow-up, effectively removing the middleman so that potholes, downed trees or abandoned vehicles are dealt with as soon as they become apparent to local observers. Click2Report is available for download on both iOS and Android™ mobile devices.

Citizen Portal

Tyler Incident Management’s citizen portal is a web-based tool that allows citizens to report incidents and non-emergencies. The portal can easily be embedded as a link in your organization’s existing citizen-facing website and be used in conjunction with the Click2Report mobile app.

Citizens can search for existing incidents by date range and incident case number. This portal will also provide citizens with a statistical view of incident submissions and response times, providing a view of top incident types, categories and average days to close by type.

Reporting

Tyler Incident Management provides versatile incident reporting with pre-defined and customizable Microsoft® SQL Server® Reporting Services (SSRS) reports. This enables users to measure, gauge and assess trends in the volume, type and frequency of incidents. Data is easily compiled and produced in easy-to-read, comprehensive reports. This information helps municipalities allocate resources and improve service delivery, and aids staff performance management.

Available Tyler Incident Management reports include, but are not limited to:

- **Overview Report**
  A general high-level view of various incident and service requests in the system.

- **Department Report**
  Includes incident descriptions for a selected date range or department.

- **Request Volume Report**
  Shows call volume by clerk and shows the list of incidents by user organized by category, including the status number. This data helps show employee efficiency and identifies areas for improvement.