

For Immediate Release

Washington Enhances Citizen Service Washington, Indiana selects the GovQA Action Center

WOODRIDGE, IL., November 28, 2012...The City of Washington recently approved an agreement with WebQA, Inc. to enhance their citizen service capability. The Woodridge, Illinois based company is the number one provider of Customer Relationship Management (CRM) and 311 systems to municipalities, servicing over 30 million citizens nationwide with their government platform, the GovQA Action Center.

The GovQA Action Center will allow the City of Washington to increase citizen access to information while improving communication with citizens and meeting their demands 24/7. The citizens will have access to a growing knowledgebase library and the option to submit a service request.

The Information Center of the GovQA Action Center allows the citizens of Washington to search the knowledgebase for answers to questions. If their question is not listed, they have the capability to ask their own question, which then could be added to the knowledgebase library.

The Service Center of the GovQA Action Center will permit citizens to submit a service request to the city—such as reporting a streetlight out or requesting a pothole to be filled. The Service Center then captures, routes, manages, searches, and reports on all service requests submitted by the citizens. Both the citizen and city management have the capability to access and track the service request and its status.

The GovQA Action Center will also help centralize all departments within the city. The system should enhance organization and create a convenient form of communication between departments. It will allow the City of Washington to track and report on all city data.

About WebQA

WebQA is a leading provider of CRM and its **WebQA Action Center Series** serves over 100 million people worldwide. The **GovQA Action Center** is the number one provider of CRM and 311 systems to municipalities; its business platform, **BizQA Action Center**, serves global 1000 organizations worldwide including some of the world's largest financial institutions; and its education platform, **EdQA Action Center**, manages student issues and concerns for the top universities in North America.

The WebQA Action Center Series represents an affordable and comprehensive set of inbound and outbound communication tool centers that can be used over the phone, in person, or through the web to provide responsive service to both customers and employees—and to back these tools up with optional, trained live support agents for organizations when needed. The WebQA Action Center Series components include, information (knowledgebase), service, communication, collaboration, and payment tool sets.

WebQA offers numerous customer service solutions that can be attuned to any size company or municipality while increasing the overall operating efficiency. For more information visit us at www.webqa.net or call 630.985.1300.

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