



GovQA combines proven knowledge-base, rules engine, workflow, payment technologies to provide a comprehensive Public Records (FOIA) Management Software that works across all departments in the organization to maintain open record compliance, save resources and collect fees 24/7.

Features:

Comprehensive Web Citizen Public Records Request Portal

Support a customized portal with look and feel of your website

Let citizens find information OR submit a request over web

Offer citizens 24/7 access and status updates

Reduce Requests with Proactive Technologies

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Auto-Answer Information Requests

Auto-grow knowledgebase that dynamically changes with new information

Track, display and promote top questions

Allow detailed filtered information search for citizens

Streamline Public Records Service Requests

Capture requests via any channel (web, mobile, phone, voicemail, email)

Manage centrally by department or across all departments

Auto-route, escalate, track, distribute and log requests

Redact common privacy information

Archive Social Media feeds including Facebook, Twitter, YouTube, Instagram

Fulfill Requests and Improve Processes

Manage deadlines, track exemptions, charge fees and collect payments

Validate email address and auto-send status notifications

Respond to litigation requirements and audit surveys

Monitor time per activity; highlight problems and best practices

Generate scheduled, on-demand and custom reports

Keep Data Secure

Encrypt data and attachments with complete backup

Allow managers to set multi-security levels within departments

Deliver within a single-tenant database architecture for optimum security