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TRACK ALL ACTIVITY WITH IN ONE PLATFORM

ABOUT CUSTOMER MODULE

Your all-in-one solution for managing every aspect of citizen engagement. It is the central nervous system of your municipality's operations, ensuring every issue is tracked, managed, and resolved in a timely and effective manner on a single, unified platform.

- **Empower Your Community with the MuniCitizen Portal:** The process begins with our dedicated 24/7 online portal. Residents can submit non-emergency requests, report issues like potholes or broken streetlights, and track the status of their submissions in real-time. These requests feed directly into the Customer Module, creating a record instantly without manual data entry and freeing up your staff to focus on resolution.
- **Link Issues Directly to Properties, Assets, or Locations:** Whether a complaint is about a specific property, a broken traffic light, or a park facility, you can instantly identify and link the location using data from our Property and Asset Modules. This gives your crews the exact information they need to resolve the issue promptly.
- **Action & Work Order Management:** From a single screen, you can create, assign, and track the status of all actions, work orders, and inspections needed for the resolution of a request.

Let us show you how MuniLogic can empower your team and build a stronger connection with your community.

Contact us today for a free, no-obligation demo!

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