

Managing workflows to serve citizens



Government Service Continuity

Virtual City Hall

Large and small government entities are challenged to function efficiently as more employees work remotely. To do so, it's becoming increasingly important to break down silos across various departments within the organization. Rising to this challenge requires new collaboration tools that enable prioritization, assignment, tracking, and execution of different workstreams.

Oracle CX enables employees to function virtually using simple yet powerful service request, workflow, knowledge management, and intelligent advisor solutions.

End-to-end solution

Service request and case management capabilities, with start to finish workflow routing

Collaboration enablement

Facilitate effective remote access for all employees across the organization

Rapid deployment

Standard out-of-the-box workflows for common services, with the flexibility to modify without advanced coding capabilities

Report generation

Track work completed and capture institutional knowledge, identifying trends, patterns, and next steps

Organization-wide scalability

Easily onboard new hires or reassign existing employees to new tasks

Tailored assistance

Collaborate with Oracle Consulting Services or hundreds of global partners to support solution delivery, ongoing enhancements, and custom needs

Learn more about how Oracle can help with **Government Service Continuity**

