



COMMERCE

COMMUNICATION

CONTINUITY

E=MC⁴

World Class Solution

Microsoft Dynamics CRM is a world class solution for government. CRM and Engage's USFederal360™ solution allows your agency or department to get a 360 degree view of all the organizations and individuals with whom you connect. Keep track of addresses, activities and correspondence around contacts. Use powerful search tools to quickly find the information you want. Build Ad-hoc reports around your organizational activities. Everything you need to manage relationships with those both inside and outside of your organization available in one secure place.

Electronic Correspondence Management

Microsoft Dynamics CRM and USFederal360™ offers a powerful native suite of electronic correspondence features.

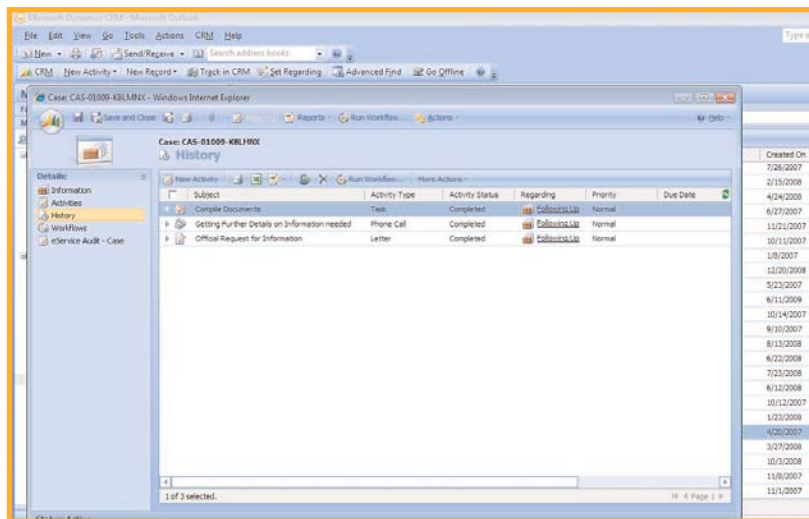
- ✓ Track any letter, email, phone call, fax, or face-to-face appointment in CRM
- ✓ Bulk mail merge, email templates and tight integration with Microsoft Office, (Word, Excel, etc) and Outlook
- ✓ Assign tasks and measure performance against them to ensure accountability
- ✓ Build Contact Lists for quick bulk letters and emails
- ✓ Automatically track and log all incoming/outgoing emails
- ✓ Create cases to track all correspondence around a single issue (Congressional Inquiries, FOIA Requests, etc)
- ✓ Deliver transparency to appropriate parties with reporting and secure web tools



Correspondence 2.0

CRM and USFederal360™ go beyond just tracking correspondence and streamlining outbound communications; also allowing your organization to be proactive about its correspondence through workflows, web forms and event planning

- ✓ Set up web forms for constituents to submit requests online
- ✓ Build workflows that ensure your staff meets service levels (SLAs) or legislative mandate deadlines
- ✓ Use the scheduling engine to arrange meetings or service appointments
- ✓ Eliminate paper processes through scanning and OCR integration
- ✓ Assign incoming emails to staff members based on custom rules
- ✓ Set up auto responder rules based on the subject, address, or content of incoming emails
- ✓ Place pre-recorded phone calls through optional Microsoft Office Communications Server (OCS) add-ins
- ✓ Create events with online sign up and track registration



Limitless Possibilities through Customization

While designed to handle all the needs discussed above, CRM and USFederal360™ can be quickly and easily extended to do even more. With a powerful graphical based tool your organization can quickly build out new fields and forms to track and manage any part of your constituency. Already, as a part of its Citizen Service Platform (CSP) Microsoft and its partners have designed many free available templates for specific government needs.

More information available at www.usfederal360.com



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