



311 Process Review

What we do, and how we do it.

Mission

311 provides those who work, live, and play in Denver with a central location to pose questions, express concerns, and seek assistance.

311 can be reached through:



Phone - 311 / 720-913-1311



Digital – [Pocketgov.com](https://pocketgov.com), [Denvergov.org](https://denvergov.org), Email ,Chat

When an Interaction Comes

This process is used with all channels (call/chat/online).

Agent collects contact info and ascertains need.



311 agent creates a Salesforce case which is either closed indicating the issue was resolved or routed to a city agency for resolution.



Agencies are instructed to keep the Salesforce case open until resident need is met/work is completed.



Salesforce auto generates an email to the resident indicating the requested work has been completed.

70% of the time the 311 agent can meet caller needs.

30% of the time an agency is needed to assist.

Service Level Agreement Goals

Speed

- Phone calls- 90% answered in 2 min or less
- Online submissions- 90% responded to in 24 hours
- Chat- 90% answered within 1 min

Quality

- Customer reported satisfaction of 85% or better
- Internally scored QA matrix of a 75 or better