Quint

Fire & Rescue Oracle Service Cloud Accelerator to Manage Interactions with Constituents

Receive - Route - Review - Respond - Report

Quint Fire Rescue Multi-Purpose
Record Management Solution

Do More with Less

- Single storage solution, quicker and more convenient access

- Integrated attachments within the record, providing a single, *holistic view*

- Updates from constituents *automatically* added to the original record thread

- Billable time can be tracked within the tool, billing back can be *quick and easy*

- Email communications are sent and received through the solution

- Generate and send approval emails once payment has been received

- Safety Reporting and Employee Development for *timely and appropriate* actions

- Track policy violations more *effectively* and provide discipline *consistent* to precedent

CPI

Submit

- Constituents can create a submission via self-service webpage, telephone, chat, email, walk-in, or SMS

- Search by contact name or by submission type, allowing for easy queries

- See at a glance any documents received, details of the communication, and status of any related items

- Dashboards provide visibility to all submissions and statuses

- All submissions can be automatically routed to ensure they get to the right team

Communicate

- Send and receive responses within the submission ticket, no need to jump back and forth between tools

- Use predefined standard text to respond to constituents quickly and consistently

- Log all communication for historical review and audit capability

Approve

- All approval information is captured for use in communication responses, no need to retype information

- All event history for an organization is easy to access, you will be able to search by organization, type of event, or contact

- Approval letter can be sent directly from the solution when the appropriate criteria have been met

Solution powered by ORACLE® SERVICE CLOUD

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