

Create positive relationships with your constituency by streamlining communication



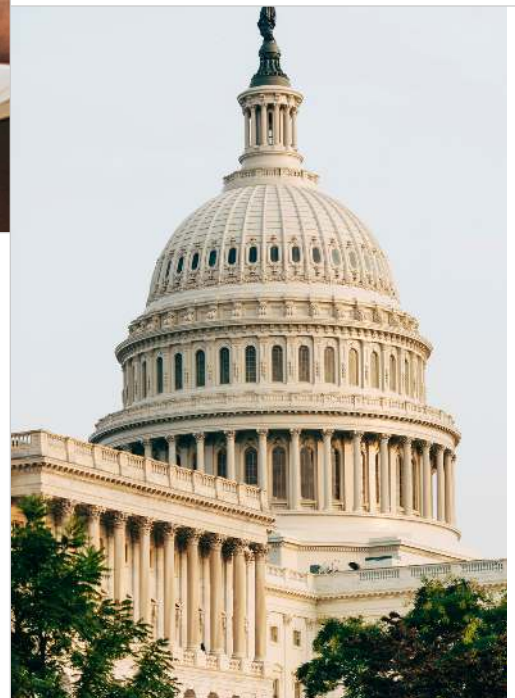
ABOUT SYMPPLICITY

Symlicity is a CMMI Level 3 leading provider of information technology solutions in the education and government sectors. Symlicity specializes in database-driven, web-based applications; website design; enterprise information systems architecture and development; network design and management; systems and software engineering; network integration and management; information security; and enterprise systems management.

ABOUT VOICE

VOICE by Symlicity is a cloud-based constituent relationship management system specifically designed to provide a holistic constituent management tool for federal, state, and local government offices and is already trusted by many U.S. government offices as their solution for managing constituent communication, casework, and projects. VOICE contains all relevant information about each contact and tracks all past correspondence to allow these offices to effectively collect, track, route, and interact with constituents through a single web-based environment.

VOICE is available on GSA Schedule 70.



FEATURES

Constituent Management

Store all contact and interaction data in one centralized web space. Assign and review constituent VIP designations, group affiliations, head of household standings, topics of interest and other profile factors quickly and easily.

Correspondence Tracking

Manage and record every contact via the unique "inbox" functionality. Track and manage all communication - from outbound one-on-one emails to faxes, phone calls, bulk email campaigns and more. You can choose to show only items assigned to a specific user or topic.

eNewsletter Services

Successfully create, deliver, and track the results of eNewsletter campaigns. Symplicity's reporting statistics provide offices with real-time analytics to ensure they are delivering timely and relevant information to their constituency.

Case Management

Seamlessly interact with federal, state, and local agencies or departments with integrated task management and project templates.

Advanced Scheduling

Schedule appointments, create agendas, set travel itineraries and more, all with just a few clicks. The scheduling system fully integrates with the constituent management module to allow effective tracking of specific constituent interactions and correspondence records.

Quick & Advanced Searching

Conduct quick searches on important fields using search filters. Filter fields can be customized to meet each office's specific needs and preferences.

Reporting and Dashboards

Use step-by-step wizards to create adhoc reports and dashboards on every field in the database. Reports may be saved and downloaded for seamless creation and distribution.

AND MORE...

Integrates with an Office-Supplied Constituent-Facing Webform

An accessible means for constituents to make requests, submit comments, participate in surveys, fill out applications or post opinions 24 x 7 x 365.

Recaptcha Capabilities

Offices can set up Recaptcha for their website submissions to ensure that a human being is making the submission and not an automated bot.

Built-In Workflow

Facilitates the routing, review and approval process for correspondence and decision-making. With the workflow rules engine, staff can easily configure many VOICE processes to ensure workflows are optimally structured to meet organizational needs.

OCR

VOICE will scan hard copy mail and convert the content through optical character recognition, allowing correspondence that would otherwise reside outside the constituent management platform to be handled alongside digital correspondence.

Similarity Grouping

Group mail together that is similar in nature - Instead of sending numerous identical individual responses, send one message to multiple recipients at the same time.



WHO ARE WE

Founded in 1997 and headquartered in Arlington, VA, Symplicity is a market leader in enterprise technology for government, higher education and businesses.



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