

Knowledgebase Module

Your Users

- Search/Ask Questions
- View Popular Questions
- Capture All Information in One Place
- Access Information 24/7
- Find Resolution of Issue Quickly
- Allow User Awareness From Popular FAQ's

Your Organization

- Satisfy Users With Efficient Answer Quickly
- Access From Any Location
- Control Access
- Customize Knowledgebase
- Improve Service Quality
- Lower Service Cost
- Service More Users Without Need To Increase Staff
- Capture/Retain Information Based on Questions Asked
- Allow 65% to 75% of Questions To Be Answered With Auto-Answer Functionality

REDUCE PHONE CALLS BY 73% AND EMAILS BY 64% WITH WEBQA

City portal
everything about our city

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Citizen Action Center

Category: Search for:

Sub Category:

Description	Category
license Every resident, business, firm or corporation must purchase a vehicle sticker for each vehicle registered with the Secretary of State, State of Illinois,...	General
Do I need to notify the town if I have a rental property? Yes, all rental property, including commercial property, within the Village, must be licensed through the Village. For more information: Please contact the Finance Department at (555) 555-5500, ext #5...	Housing
Dog license You can pickup an application at our office or you can download it from our website. I've attached a link to fill the dog license application out online and you can also use our online payment option ...	General
How do set up 401(k)? Please contact Jerry in HR to get the paper work. Located in city hall 2nd floor. Fill out paper work and turn in...	General
How do I obtain birth, death, or marriage certificates? Birth and Death Certificates Office Phone: 555-555-5555 Hours: Weekdays 8:30 am - 4:00pm. This office issues certified copies of birth and death certificates for any birth or death occur...	General
How do I obtain a village sticker? Every resident, business, firm or corporation must purchase a vehicle sticker for each vehicle registered with the Secretary of State, State of Illinois,...	Licensing
How do I pay a parking ticket? There are four options available to pay your outstanding parking tickets: By mail: Fill out your credit card information ...	Police Department
How do I contest a parking ticket? What should I do if I get a parking ticket? Pay or contest the ticket within 10 days upon receiving to avoid a late fee of \$10.00. What if I feel the violation...	Police Department