



Village of Mount Prospect

Press Release

VILLAGE INTRODUCES NEW CUSTOMER RESPONSE MANAGEMENT PROGRAM

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Mount Prospect has engaged with Accela to bring its residents a citizen-facing application that allows Village staff to receive, manage and respond to resident requests in a more efficient and user-friendly manner. The Customer Response Management (CRM) program makes it easy for anyone with a smartphone or a web browser to report a concern. The Village is one of many local municipalities to offer a CRM program in 2016, thanks to Municipal GIS Partners (MGP). MGP collaborated with various communities to review and recommend a service provider, which resulted in a cost savings.

Village Manager Michael J. Cassady said, "It is designed with our residents and businesses in mind and offers an enhanced response platform to ensure requests for service are processed efficiently with visibility to the customer."

The mpDelivers mobile application is the official customer service and civic engagement tool to connect with the Village of Mount Prospect. Our mobile application offers a quick way to submit a request for service, seek information or provide comments directly to the Village. The service request is routed to the appropriate Village Department for immediate action. This means that a citizen's request will be responded to quickly and efficiently, allowing one to check its status throughout the process, receive comments, and offer notification the instant it is resolved. The mobile app is available on Apple and Android devices and can be found by searching for "Mount Prospect" in the app stores.

"The Village is always looking for opportunities to improve our services for the community. We are excited to launch this innovative customer service tool for our residents and businesses to connect with our staff," said Chief Technology and Innovation Officer Andrew Schaeffer.

For more information, email aschaeffer@mountprospect.org.

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