



## **Request or Submit Forms Processing**

It is a web based solution that helps subscribers accept or submit electronic forms via online, kiosk or walk in and route them via tasks or predefined processes within the portal to help the subscribers complete the processing of requests. It provides real time visibility to the status of requests and has a built in dashboard and metrics.

## **Internet Service Request Module**

Powering websites to process online requests

### **Capabilities:**

- Any fillable pdf form can be made available to site visitors
- Submitted forms can be routed via electronic tasks or structured processes
- Status of forms and elapsed time is tracked in real time

### **How it works:**

- We create fillable pdf forms using your forms
- Forms are made available to site visitors via a button on your website
- Submitted forms are acknowledged via e-mail and then routed based on rules

### **Benefits:**

- Requests are never lost and real time visibility makes it easy to respond to customers
- Electronic routing ensures efficiency, compliance and traceability
- Real time process metrics help in continuous improvement in processing requests

### **Who can use it:**

- Any organization that needs to offer electronic form processing
- Townships, Cities, Counties, Companies, Schools, etc.
- Organizations that need to track, streamline and improve form processing