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## Public Service Announcement

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For Immediate Release  
February 17, 2010

### **Murphy Enhances Citizen Service** Murphy, Texas selects the GovQA Action Center

**Murphy, TX** - Murphy recently implemented services with WebQA, Inc. to enhance their citizen service capability. The Woodridge, Illinois based company is the number one provider of Customer Relationship Management (CRM) and 311 systems to municipalities, servicing over 30 million citizens nationwide with their government platform, the GovQA Action Center. The new Citizen Action Center can be accessed on the City's website at [www.murphytx.org](http://www.murphytx.org).

The Citizen Action Center will allow the City of Murphy to increase citizen access to information while improving communication with citizens and meeting their demands 24/7. The citizens will have access to a growing knowledgebase library and the option to submit a service request.

The Action Center allows the citizens of Murphy to search the knowledgebase for answers to questions. If their question is not listed, they have the capability to ask their own question, which then would be added to the knowledgebase library.

The Service Center of the GovQA Action Center will permit citizens to submit a service request to the City—such as reporting a streetlight out or requesting a pothole to be filled. The Service Center then captures, routes, manages, searches, and reports on all service requests submitted by the citizens. Both the citizen and city management have the capability to access and track the service request and its status.

The Action Center will also help centralize all departments within the City. The system should enhance organization and create a convenient form of communication between departments. It will allow the City of Murphy to track and report on all City data.

Improving customer service with the ability to track citizen requests has been one of the City Council's priorities and the City is pleased to introduce this service for our citizens.

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