

F2 for Reporting Issues to the Local Municipality

Functionality

F2 end-to-end case management for technical and environmental issues. An end-to-end digital service with new, responsive web forms created for citizens to intelligently report issues from mobile devices. These are integrated with a back-end case management platform. The data from citizen forms create cases automatically and allocate them to the correct department. For internal case workers, email is integrated with the case management system. This means that correspondence between a governmental service (like a city council) and citizens or suppliers are automatically added to the case. It also means that internal employees no longer have to worry about archiving emails in the correct place. The F2 case management system indexes emails so they are fully available for search.

Key Benefits

Transforming the service of reporting environmental and technical issues to a complete digital workflow is effective at all levels. This starts with the citizens, who experience a higher quality service through faster case handling and full transparency in the case flow. Internal case workers experience a structured communication flow which is open for everyone and no longer locked in users' individual mail boxes. It is easy to find and share information about cases, and you get a record of how cases are solved. It makes case work significantly easier and more efficient for employees.

Software

An end-to-end digital service with new, responsive web forms for citizens to intelligently report issues from mobile devices. These can be integrated with a back-end case management platform. The data from citizen forms create cases automatically and allocate them to the correct department.

About F2 and The Solution Gallery

F2 is like a Swiss Army Knife for government digitization. The standard software can support almost any type of organization, and process templates make it easy to reuse best practices and proven process solutions. F2 can be used just for a smaller department and without process configuration, it can be used for a specific process, or it can be implemented for the entire organization and multiple processes. A process template can be copied and reconfigured, and process templates thereby offer fast track and low-risk digitization. Working with many different customers and projects across countries, we have a build experience and a large library of process templates ready for reuse.

If you look to fast track to digitizing based on proven solutions, please have a look into our solution gallery and get inspired. Find a process template and have it re-configured for your specific requirements.

About cBrain

cBrain is listed at Nasdaq-OMX with offices in Europe, the USA, and the United Arab Emirates. In Denmark, which ranks number one in the global UN E-government index, we serve more than 50 government organizations and 2/3 of all Danish ministerial departments run their business on our software. We believe in a society based on democracy with digitization being the enablers for a new generation of strong, transparent, and efficient government institutions. Please see our CSR report and SDG 16 commitment to help to develop strong and accountable institutions.

Contact us



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