

# SalinasConnect (QAlert)

Patricia Barajas, City Clerk

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Administration

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# Background

Citizens place service request via app, call, web, etc.



When the issue is resolved, QAlert automatically notifies citizen via text, email or phone call.



2. PROCESSED

1. REQUESTED

3. NOTIFIED

QAlert stores, processes, and routes the request automatically



PUBLIC  
WORKS



PARKS  
& REC



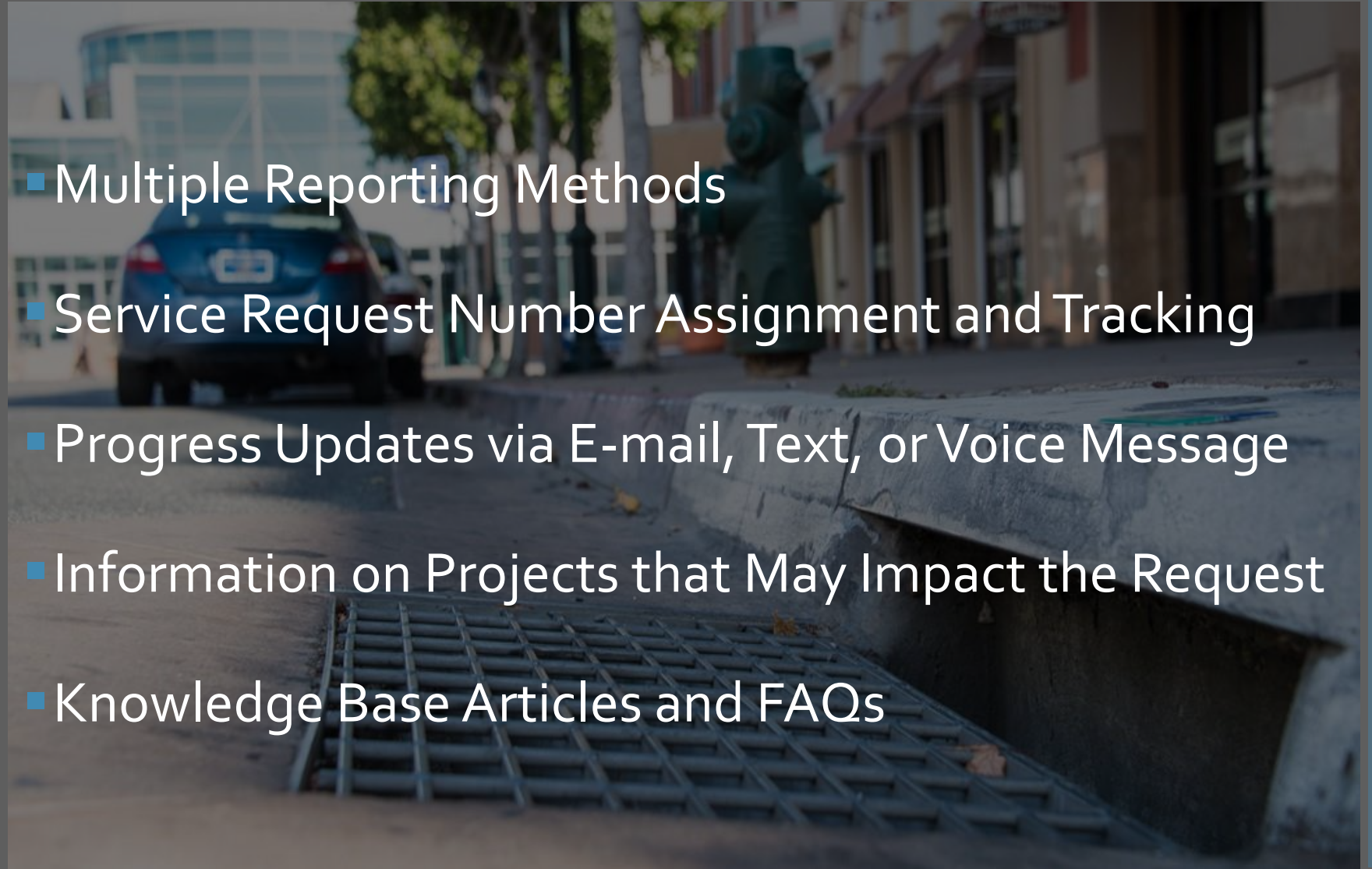
POLICE



WATER

## Benefits to the Community

- Multiple Reporting Methods
- Service Request Number Assignment and Tracking
- Progress Updates via E-mail, Text, or Voice Message
- Information on Projects that May Impact the Request
- Knowledge Base Articles and FAQs







The information and forms provided in this portal are not for emergency use.  
In the event of an emergency, please dial 911.



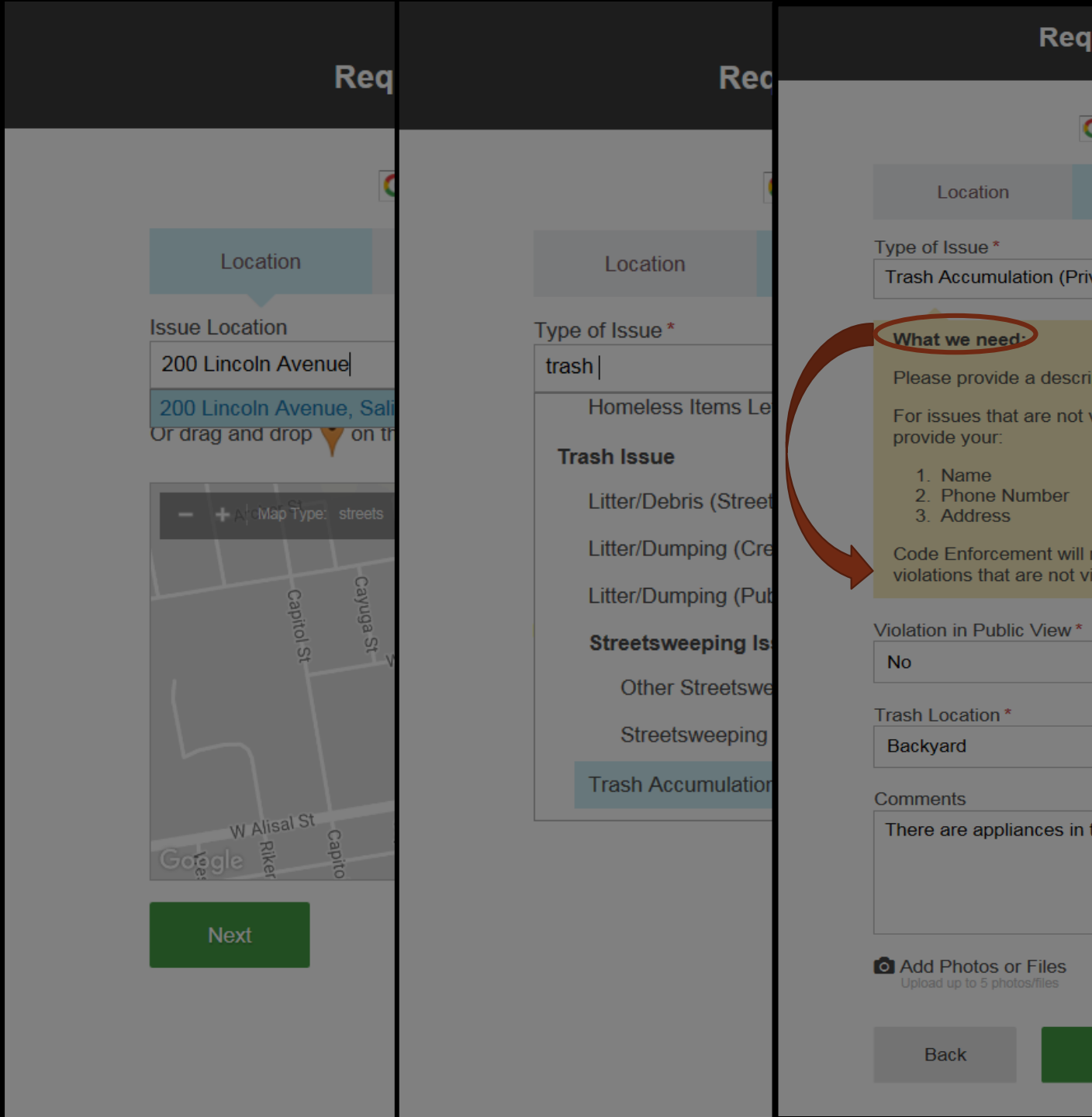
Knowledge Base



Request for Service



Contact




Location	Details	Contact Info
<b>First Name</b> <input type="text" value="First Name"/>		
<b>Last Name</b> <input type="text" value="Last Name"/>		
<b>Middle Initial</b> <input type="text" value="Middle Initial"/>		
<b>Email Address</b> <input type="text" value="you@example.com"/>		
<b>Phone / Extension</b> <input type="text" value="Phone"/> <input type="text" value="Ext #"/> <small>Add Another Number</small>		
<b>Address</b> <input type="text" value="Street Number and Name"/> <small>Add Second Line</small>		
<b>City / State / Zip</b> <input type="text" value="Salinas"/> <input type="text" value="CA"/> <input type="text" value="Zip Code"/>		
<b>Preferred Language If Other Than English</b> <input type="text"/>		
<b>Notify me of updates</b> <input checked="" type="checkbox"/> Email me at (no email) <input type="checkbox"/> Text me at <input type="text" value="Primary Number"/> <input type="text" value="Primary Number"/> <input type="checkbox"/> Call me at <input type="text" value="Primary Number"/> <input type="text" value="Primary Number"/> <input type="checkbox"/> Write to me at (no address)		
<input type="button" value="Back"/>		<input type="button" value="Create Request"/>

IS

City of Salinas <noreply@ci.salinas.ca.us>  
Service Request received - reference #846 (Trash Accumulation (Private Property)) - Salinas, CA

To Sophia Rome

If there are problems with how this message is displayed, click here to view it in a web browser.



Thank you for taking the time to let us know about the service you are requesting

Your service request has been received and forwarded to the appropriate department for action. A customer service representative will report our progress on this issue directly to you.

Service Request Details	
ID	846
Date/Time	3/14/2018 12:36 PM
Type	Trash Accumulation (Private Property)
Address	200 LINCOLN AVE, Salinas
Comments	There are appliances in the back of the house.

Salinas, CA

[Unsubscribe](#)



