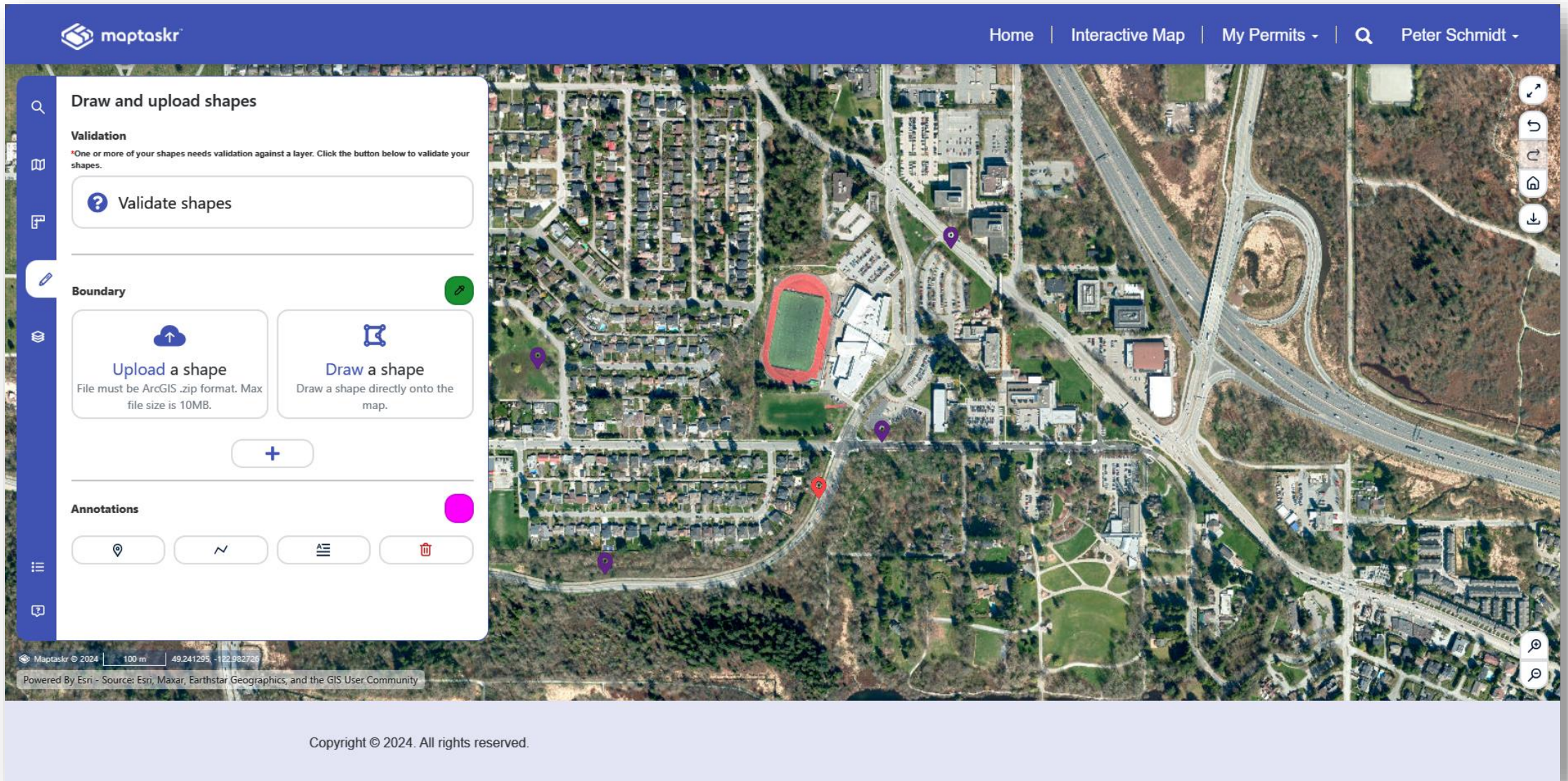




3-1-1 SOLUTION OVERVIEW

Maptaskr + Power Pages + Dynamics 365



Power Pages Portal

- Citizens view existing issues & log new ones via an intuitive map interface
- The location of issues is easily captured simply by dropping a pin or drawing a boundary on a map

Dynamics 365 Customer Service Hub

Search

New look


← | 📄 | 🗑️ | Save | Save & Close | Save & Route | Refresh | + New | Convert to Work Order | Resolve Case | Cancel Case | Assign | Add to Queue | Share

Pothole in Gilpin Street - Shapes saved.
Case

Normal Priority | 12/12/2023 7:03 AM Created On | In Progress Status | # Portals-Maptaskr DEMO Portal Owner

Phone to Case Process Active for 4 months | Identify (4 Mo) | Research | Resolve

Summary | Maptaskr | Details | Case Relationships | SLA | Related



Dynamics 365 Customer Service • Issues geotagged & displayed against case records

Dynamics 365 Customer Service Hub

Search

New look

Quick Search Search

Layers

- Canada
 - City of Burnaby
 - Traffic Assets
 - Legal Street Network
 - Transit
 - Trails
 - Trans Canada Trail
 - Urban Paths & Trails
 - Bike Trails
 - Railroad
 - Railroad Track
 - Railroad Tunnel
 - Canmore Parks
- Council
- Custom
- Ireland
- Land Management (Government)
- National
- New South Wales
- New Zealand
- Queensland
- Resources & Exploration
- South Australia
- Tasmania

Maptaskr © 2024 | 5000 ft

Powered By Esri - Source: Esri, Maxar, Earthstar Geographics, and the GIS User Community

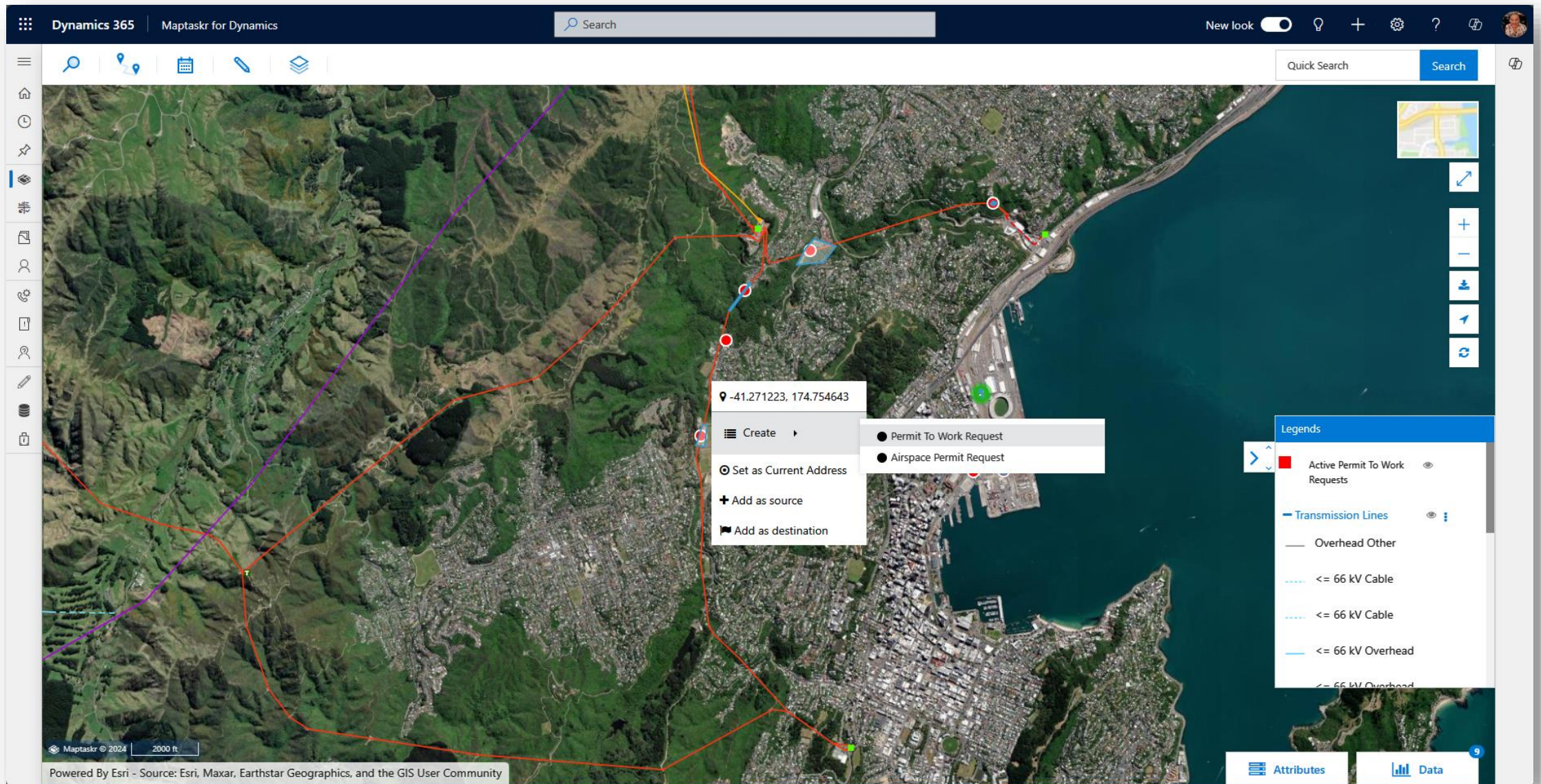
Legends

- Active Contacts
- Bike Trails
- Bike Trails
- Railroad Track
- + Railroad Track

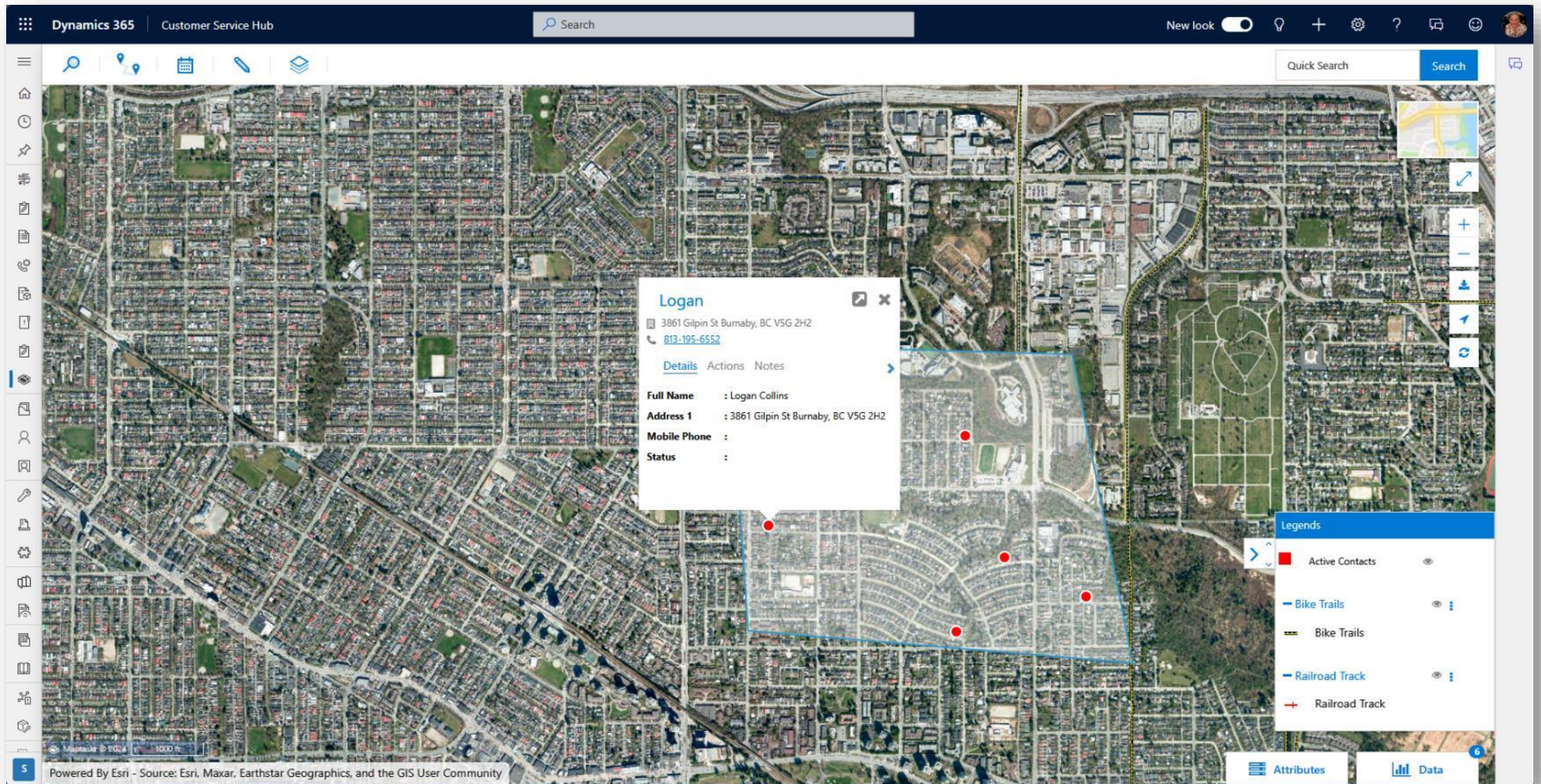
Attributes Data 29

Dynamics 365 Customer Service

- Cases displayed on a map allow clusters & patterns to be seen at a glance aiding remediation work planning
- ArcGIS layers can also be displayed to provide additional context



- Dynamics 365 Customer Service
- Create geotagged records simply by right-clicking on a location on a map



Dynamics 365 Customer Service

- Geospatially query records
- View key information via Infobox

Dynamics 365 | Maptaskr for Dynamics

Search

New look

Quick Search Search

Logan
3861 Gilpin St Burnaby, BC V5G 2H2
813-195-6552
Details Actions Notes

Full Name : Logan Collins
Address 1 : 3861 Gilpin St Burnaby, BC V5G 2H2
Mobile Phone :
Status :

Search Results
For - Contact

Choose Action Show All Records

Search from results

<input checked="" type="checkbox"/>	Title	Address 1	Phone	Status	Distance (MI) ↑
<input checked="" type="checkbox"/>	Abigail Reynolds	4605 Grassmere St Burnaby, BC V5G 2N8			
<input checked="" type="checkbox"/>	Ava Nelson	4431 Wildwood Crescent Burnaby, BC V5G 2M3			
<input checked="" type="checkbox"/>	Logan Collins	3861 Gilpin St Burnaby, BC V5G 2H2			

Dynamics 365 Customer Service • Create and act on record lists

Dynamics 365 Customer Service Hub

Logan Collins

Save Save & Close + New Open org chart Deactivate Connect Add to Marketing List Assign Delete Create Invitation Change Password Refresh Share

Logan Collins - Saved Contact

813-195-6552 Business Phone Peter Schmidt Owner

Summary Maptaskr Details Tab Related

GENERAL INFORMATION

First Name Logan
Last Name Collins
Account Name
Mobile Phone
Email
Contact Method Any
Address Search
Address 1: Street 1 3861 Gilpin St
Address 1: Street 2
Address 1: Street 3
Address 1: City Burnaby

TIMELINE

Timeline

Search timeline

Enter a note...

Highlights

Recent

Auto-post on Contact Logan Collins: 2:23 PM
Contact created by Peter Schmidt

RELATED

Recent Opportunities

Topic Status Est. cl... Est. reve...

We didn't find anything to show here

Rows: 0

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Attributes Data

Dynamics 365 Customer Service • Access records directly from the map

Dynamics 365 Maptaskr for Dynamics

Search

New look

Quick Search Search

New Route Saved Routes

	Total Distance	Travel Time	Meeting Time
	2.3 mi	06m	25m

Select

Update Route

Edit Route Reset Route Google Map

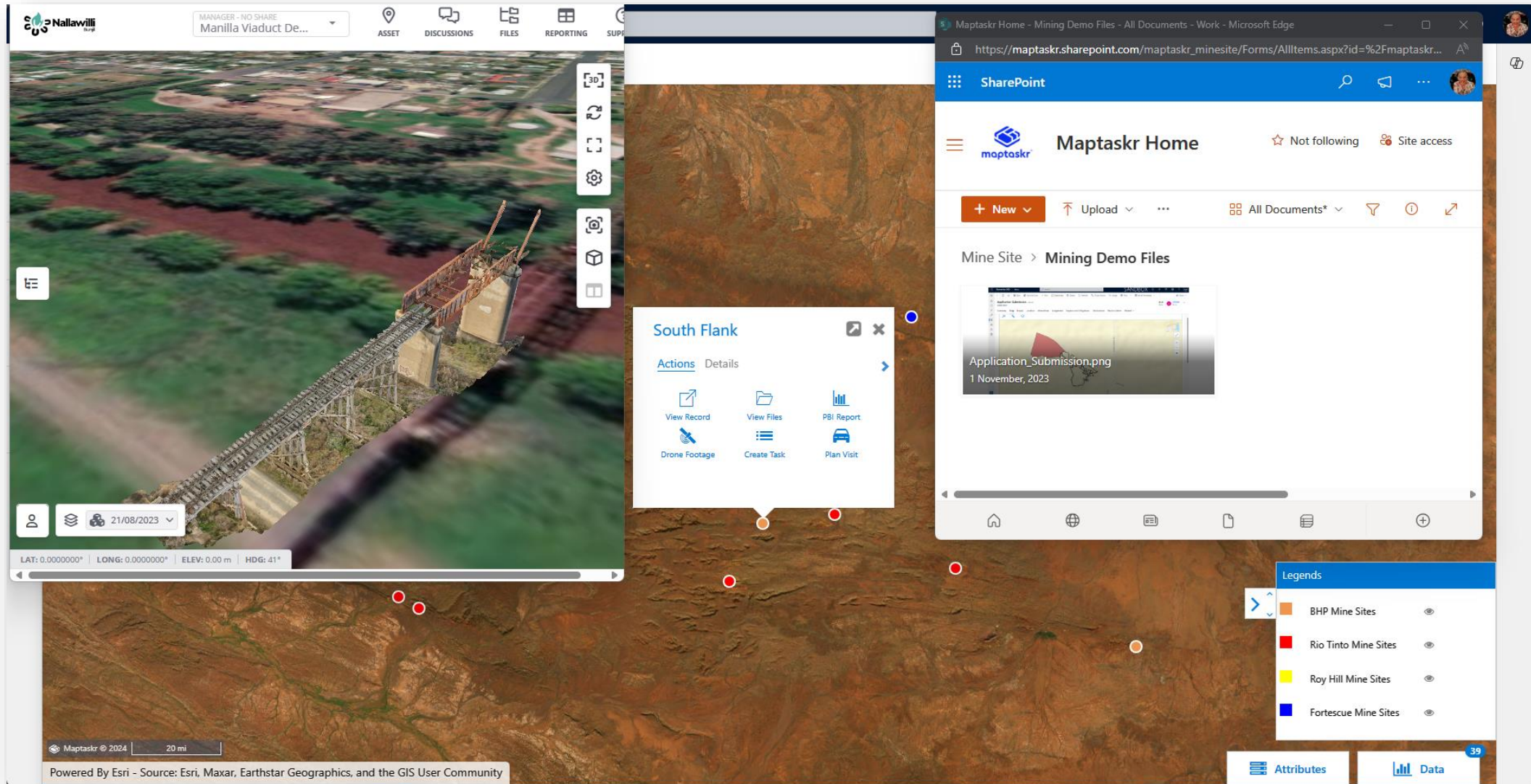
S	Abigail 4605 Grassmere St Burnaby, BC V5G 2N8	8:30AM for 00:05	✕
1	Ava 4431 Wildwood Crescent Burnaby, BC V5G 2M3 00m - 0.3 mi	8:41AM for 00:05	✕
2	Logan 3861 Gilpin St Burnaby, BC V5G 2H2 01m - 0.7 mi	8:53AM for 00:05	✕
3	Ella 4393 Huxley Ave Burnaby, BC V5G 4S8 01m - 0.8 mi	9:05AM for 00:05	✕
F	Olivia 4050 Forest St Burnaby, BC V5G 1X1 01m - 0.5 mi	9:17AM for 00:05	✕

Add Location Save Route

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Attributes Data

Dynamics 365 Customer Service • Create optimised routes and send to Google Maps / Apple Maps on mobile devices for live traffic & dynamic directions



Dynamics 365 Customer Service • Related records, documents and other information available at user's fingertips

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