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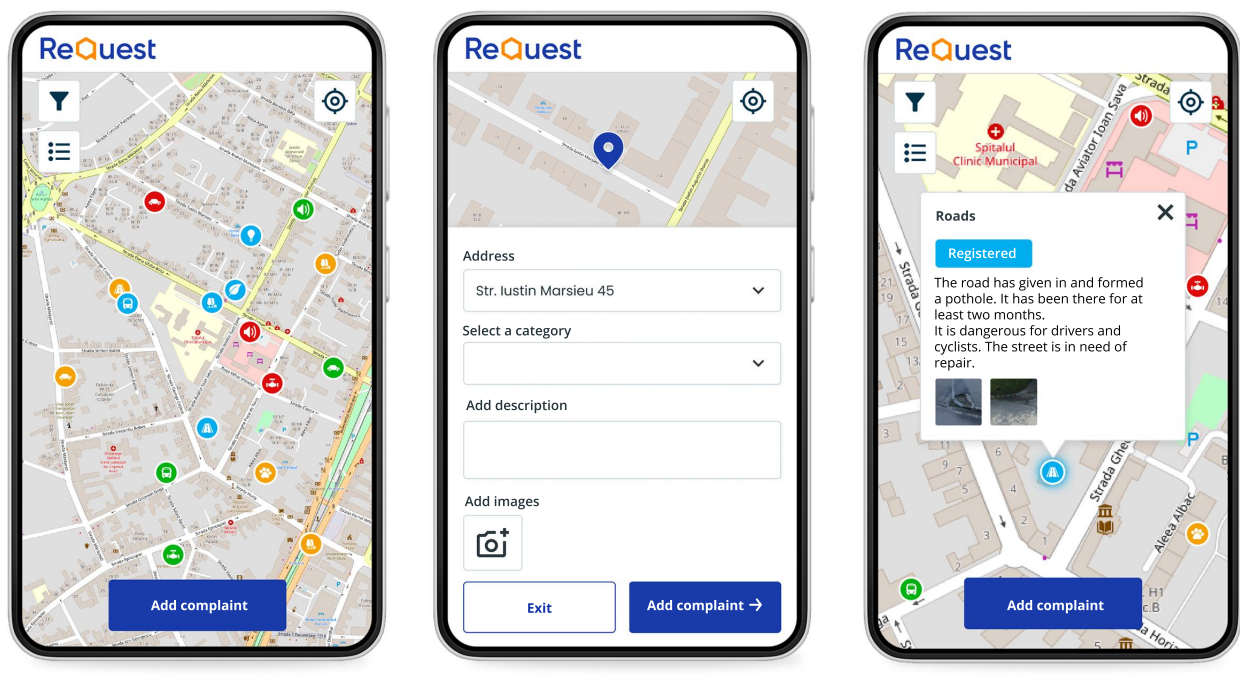
Product Brief

ReQuest Product Brief v.1.0



Product Brief

ReQuest is a web application designed for local public administrations that streamlines the communication between citizens and local authorities with unparalleled simplicity, speed, and efficiency. Our intuitive web-based platform allows citizens to voice their concerns and report local issues quickly and easily, while the administration commits to swift intervention for their resolution.



Why is an app like ReQuest needed?

The current handling of complaints in numerous municipalities generates frustration and disappointment among citizens. Enhancing the existing communication channels between citizens and local administrations is essential to address this problem.

How does the app help with current issues?

Municipalities aim to have a strong community but traditional methods have become inefficient. This is why we built ReQuest, a tool that helps with:

- ◆ Enhancing community engagement and effectively addressing real issues
- ◆ Fostering interaction among community members, mobilizing them for various local activities
- ◆ Generating detailed reports on the types and number of complaints, resolution methods, and the time required for their resolution
- ◆ Collecting valuable contacts from civic-minded individuals, including emails and phone numbers (which community members must provide)

General characteristics



ReQuest is a user-friendly web-based application, eliminating the need for citizens to install an application on their device.



The user can add a complaint anywhere in the UAT (administrative-territorial unit) if they have a correct location set up and a working internet connection.

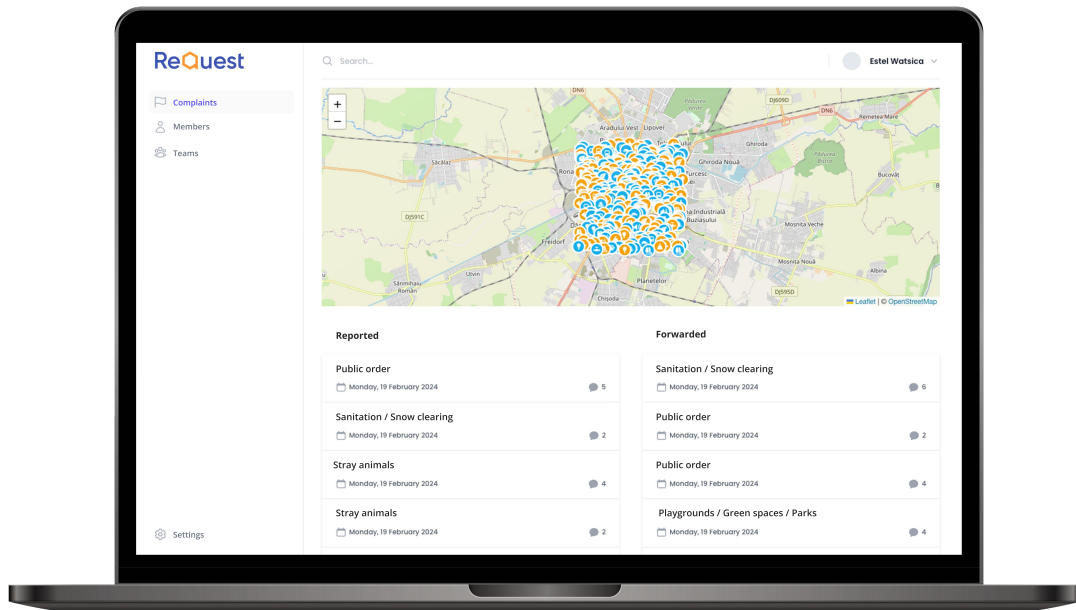


To keep citizens informed we use a secure and efficient free email validation method.

Administration panel







The application includes a complex administration panel that allows:

- Multiple administrator roles with different access levels
- The allocation and distribution of user complaints to designated departments that can act upon the issue
- Easy filtering and alert sorting (alert text editing, status change, etc.)
- A direct link to other government bodies that can solve the complaint
- Direct connection with the complaint author (the administrator can send messages to the citizen)



Information related to complaints

The citizens can use their current location or navigate the map to report problems in different areas within the UAT (administrative territorial unit). Complaint categories are configurable and may include the following:

-  Stray animals
-  Public order
-  Roads (including snow clearing)
-  Parking
-  Sewage
-  Sanitation
-  Environment
-  Public transport
-  Street lighting
-  Other
-  Green spaces

Citizens can explore the complaints other users add on a map, including comprehensive details: description, images (optional but supported), category, and status. The user data remains confidential and inaccessible throughout the use of the app. Due to the carefully chosen symbolism and a clear visual representation, users can easily observe the status and categories of complaints on the map.



Are you prepared to boost community involvement and address real issues effectively?

Reach out at contact@quartile.ro

Quartile is an innovative company founded to help organizations harness the power of geospatial information and drive informed decision-making for their businesses. We use cloud-native technology and are enterprise-ready, delivering geocontent in a fast, flexible, and secure way for the world's largest corporations. Businesses use our products and services to translate real-world geospatial information into actionable insights and reach their full geolocation potential.

