Transforming Municipal Service Delivery

Introducing ConnectIV CX™ for Community Engagement, powered by Amazon Connect

Municipalities face the pressing challenge of efficiently managing non-emergency services while meeting their community's growing expectations. InterVision's ConnectIV CX for Community Engagement offers a managed, cloud-based contact center platform designed specifically for city and county civic services.

Learn more

Key Features

- AI-powered automation

- Real-time data management

- Omnichannel engagement

- Rapid deployment

Unmatched Benefits

Gain crucial insight into community needs and streamline service delivery by employing GenAI bots to alleviate agent workload. All while cutting costs and gaining the expert insights needed for long-term success.

Cost Effectiveness
Streamlines system operations, maximizing resources and reducing operational costs

Data-Driven Insights
Empowers strategic planning and continuous improvement in service delivery

Operational Efficiency
Significantly reduces call volumes, optimizing resource allocation

Enhanced Resident Satisfaction
Provides a responsive and effective service experience

Seamless Implementation and Expert Support

InterVision ensures seamless operations and system efficiency through a prescriptive migration approach, combining expertise in contact centers and strategic partnerships for ongoing support in community connections.

- AWS Premier Tier Services Partner
- Comprehensive suite of tech products and services
- Dedicated team of certified AWS System Engineers and Cloud Architects
- Nationwide reach with a mature, 24/7 ITIL-based operations center
- Comprehensive support and flexible pricing models
- Streamlines system operations, maximizing resources and reducing operational cost

Join Cities Nationwide

InterVision's ConnectIV CX for Community Engagement offers a clear path to enhanced municipal services for municipalities seeking to redefine their connection with residents.

Join the growing network of cities, setting new standards in community service delivery.
Learn more.

® InterVision