# Correspondence Management

## TIMELY RESPONSES

Organizations that serve broad communities must be able to respond to the constant stream of constituent correspondence promptly and effectively—nothing can fall through the cracks. In the absence of an automated system, the status of communications must be determined through a time-consuming and error-prone search of paper and email trails.

The correspondence management software solution accelerates communications handling and response times and streamlines the entire correspondence management process. From intake and response development to concurrence and approval, the correspondence management solution gives staffers insight into the current status of all correspondence, as well as its location in the process, response state, expected completion date and expected date of dispatch. In addition, in federal settings, it supports constituent issue correspondence and oversight recommendations, as well as the conceptual, procedural and legal considerations necessary to conduct accurate and complete communication audits.

## STREAMLINED CORRESPONDENCE MANAGEMENT

Overseeing a correspondence management program requires an application that empowers front-line workers to efficiently collect and assign incoming communications and ensure timely response.

Tyler's Correspondence Management application automatically manages the receipt of letters, email and bulk mail; assigns correspondence to specific staff members; creates and maintains a schedule of processing events related to specific reports (e.g., communication that must be sent within a specified

## KEY CASE FLOWS AND TRACKED ELEMENTS

- Fiscal Year/Sequence Number
- Action Office
- Case Narrative
- Priority
- Assigned To

## ACCELERATE COMMUNICATIONS

Reduce handling and response times for correspondence programs

## IMPROVE CLIENT RELATIONS

Personalize responses and communicate more clearly to clients

## LIFECYCLE REPORTING

Gain insight into an entire correspondence management program

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timeframe); and generates automatic event-related messages, including proactive messages regarding upcoming events and alerts for missed or late events. It also creates and maintains distribution lists and groups, and can export report data into Excel, Word or HTML.

## REPORTS TAILORED TO CORRESPONDENCE MANAGEMENT PROGRAMS

The Correspondence Management application adheres to the rules and regulations that guide correspondence programs and includes numerous summary reports that can be run by users based on defined roles and access permissions. Representative reports include:

- Audit trail correspondence activity per division
- Open workflows with associated open assignments
- Overdue and pending lists and counts
- Workload (including by group and type) lists and counts
- Workflow performance (for a given time period, for executive use)
- Quality (workflow instances and assignments returned)
- Review office overdue reports
- Total correspondence

## PROVIDING IMPLEMENTATION FLEXIBILITY

The Correspondence Management application is based on Tyler's low-code Application Platform, powered by Entellitrak®. The platform is designed using open standards, open architecture and platform independence, offering extensibility, interoperability, and portability to organizations of all sizes. In-house developers can fine tune Application Platform applications to accommodate unique requirements, dramatically reducing both implementation time and cost. The Correspondence Management application can be used as either a stand-alone system or as a case management component within an existing correspondence management program.

**For further details, please contact our sales team at**
703.709.6110 | FD-marketing@tylertech.com | tylertech.com

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