

Public Sector

CITY of BOSTON

1,000+
Cases handled daily

675k+
residents served

24/7/365
service via 311 platform

Boston serves its residents through its 311 non-emergency system, connecting citizens with city staff across dozens of departments—24/7, in 10 languages.

Use cases

- **Intelligent Case Management:** Request automation for intake, routing, and resolution across 180+ service types for faster, smarter response.
- **Unified Citizen Service Platform:** Consolidation of dozens of departments into one system for seamless communication and coordination.
- **24/7 Contact Center Operations:** Continuous support through cloud-native infrastructure, ensuring stability and uptime.
- **Cross-Departmental Coordination:** Streamlined collaboration and data sharing to resolve multi-department cases more efficiently.
- **Governance and Compliance Management:** Centralized control and fully auditable workflows ensuring transparency and data security.

Users

700

Reasons for selecting

Internal Enablement with No-Code • Cloud-Native Resilience • Governance and Security • Traceability, visibility, and governance • Speed to Value • Future-Ready Design