

Listen • Connect • Respond

# Correspondence Management



## Collaborate with Citizens

Multiple communication channels make it challenging for government agencies to process information quickly. Managing correspondence requires the ability to pay attention to what matters and disregard what doesn't. How can an agency respond to constituents in a timely manner and deliver meaningful results?

Correspondence Management by Acumen Solutions harnesses the power of Salesforce® and the Cloud to listen, filter, sort, and respond. Our solution retires your legacy platform and replaces it with one that integrates all of your correspondence needs both internally and externally. Now you can communicate with confidence.

- Listen to Every Channel
- Accurately Route Requests
- Meet Deadlines
- Collaborate in Real-time

Correspondence Management by Acumen Solutions makes it easy for government agencies to collaborate with their personnel and other agencies.



**MANAGE  
INFLOW**



**COLLABORATE**



**IMPROVE  
RELATIONSHIPS**

Correspondence Management by Acumen Solutions helps government agencies to listen, connect, and respond, transforming citizens' experience with the government. By deploying a Correspondence Management solution, you can:

### **Prevent Data Silos and Duplications**

Intake requests on any channel: email, phone, postal mail, web-forms, social media

### **Route Requests and Inquiries Directly**

Implement a workflow and ensure that the right group receives the appropriate requests

### **Automate Notifications**

Reduce missed deadlines by automating alerts and creating contingency reminders

### **Meet Deadlines**

Manage multiple approval timelines and prevent items from "falling through the cracks"

### **Review and Respond**

Receive actionable insights into relevant business issues with real-time dashboards and reports

### **Enable Collaboration**

Respond quicker with the ability to edit documents and reconcile versions in real-time through embedded document management

## Transformative Solutions



**Chatter®** is Salesforce's enterprise social network that connects staff with the files, data, and experts they need across all platforms. Government employees can share information,

ask questions, post ideas, and get real-time responses from individuals from within their organization.

Chatter® enhances collaboration and productivity by connecting staffers with constituents and facilitating knowledge exchanges across the organization.

## Ensure OMB Compliance

To comply with the Office of Management and Budget's "cloud-first" policy, federal agencies must retire legacy platforms.

Implementation of an integrated Correspondence Management solution makes it possible to adhere to the policy and thrive.



**LISTEN AND  
RESPOND ACROSS  
CHANNELS**



**INCREASE RESPONSE  
ACCURACY**



**MONITOR SOCIAL  
MEDIA MESSAGES**

## Who We Are and What We Do

Clients choose Acumen Solutions for one simple reason: our experience delivers success. Joining forces with our clients, our teams of strategists, subject matter experts, and engineers solve problems that can't be fixed by technology alone. We are a Salesforce Global Strategic Partner with exceptional customer satisfaction ratings in the Fortune 500 and public sector. Our clients achieve increased revenue, streamlined operations, and improved productivity, proving that our experience delivers success.

## Contact Us

Our team has helped multiple government agencies to better manage correspondence, resulting in faster collaboration and a better service experience for citizens. To learn more about how Acumen Solutions can help your organization, please email us at [cm@acumensolutions.com](mailto:cm@acumensolutions.com).