



I need help finding... 

Fulton County Web Presence Revitalization

November 6, 2019



The Launch!



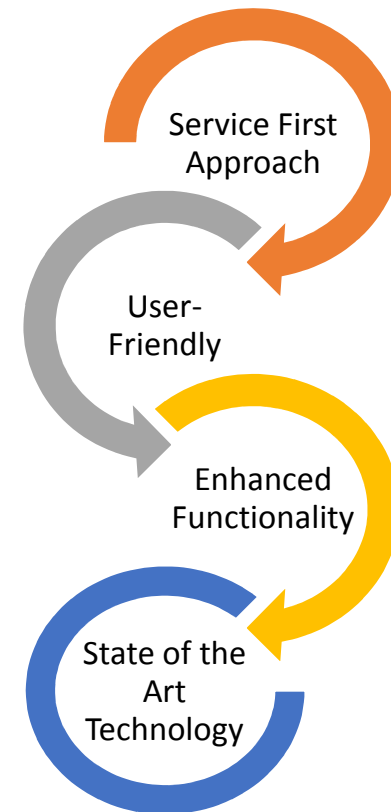
The Fulton County revitalized website was launched Monday, October 21, 2019.

The web environment is the “virtual front door” for Fulton County Government; it is a visitor’s first stop and a citizen’s primary information resource and communications conduit.

The new solution provides a more user-friendly, service oriented interface for citizens and employees. Residents will benefit from the new technology deployment through their experience with improved search technology and user-friendly menus.

The web presence revitalization project revolutionized the county’s public facing web platforms as it is a critical element of government service delivery and customer care.

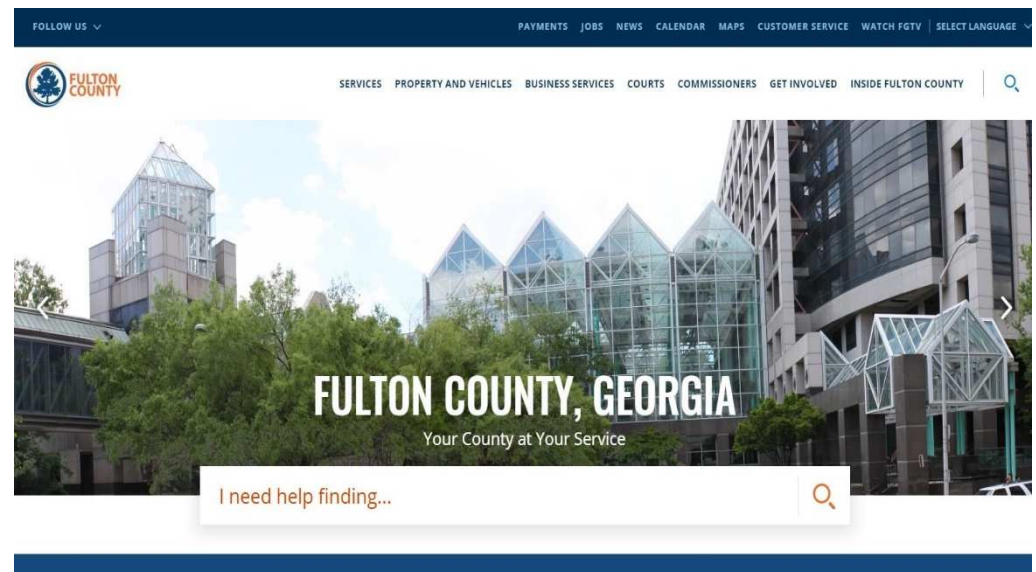
BENEFITS



So What's New and Improved?



- § Sharper, clearer graphic capabilities
- § Enhanced Board of Commissioners page
- § Services
- § Payments
- § County events/activities/calendar
- § Service locator tool
- § Find My District
- § Fulton Feedback
- § A to Z Services Guide
- § Alert feature
- § Maps
- § Language conversion ability



The Demonstration



www.fultoncountyga.gov

Analytics



From launch date through October 29, 2019, the site has received over 52,130 visitors.

TOP 5 SITES VISITED:

- § Jobs
- § Maps
- § Early Voting Locations
- § Pay Your Water Bill
- § Probate Court



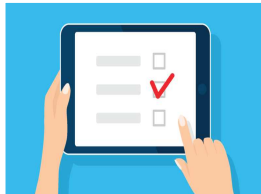
NEXT STEPS



Chatbot Implementation



Additional Multi-Media Options and Resources



Site Survey Tool



Create additional “How Do I?” modules



Develop workflow management process