



CIVITAS

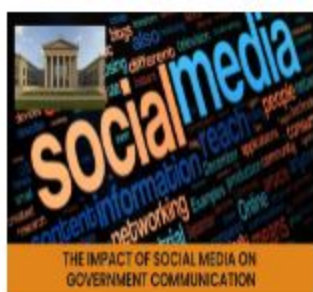
Monthly Newsletter from Springbrook



Springbrook Releases New AI Powered Customer Support Help Desk

PORTLAND, OR – October 25, 2023 – Springbrook Software, the leader in cutting-edge ERP platforms for local government agencies, has released a new modern AI-powered customer service solution: HelpDesk AI. The Springbrook HelpDesk AI empowers customers with lightning-fast access to vital product information, expediting their requests. This dynamic solution provides access to an extensive knowledge library covering all Springbrook Enterprise ERP modules, spanning Finance, HR, Payroll, Utility Billing, Payment Solutions, Tax Collection, Reporting, and Advanced Capital Budgeting.

[COMPLETE RELEASE HERE.](#)



Government Social Media Survey: Your Opinion is Critical

The Springbrook Research Institute would like your opinion on social media usage by local government agencies. Help us understand and share best practices with your input via this brief survey. The survey will take 5 minutes to complete.

[TAKE THE SURVEY HERE](#)



12/06 Webinar Exceeding Citizen Expectations

The drive to deliver public facing services and information online and through mobile devices has been steadily rising, with 67%* of citizens expressing a desire for online experiences versus 16%* who prefer in person. But 38%* of citizens want easier to use digital services, increasing demand for simplified apps, fewer clicks and a modern, secure solution they can trust.

**December 06, 2023
10:00 AM PT
[REGISTER HERE](#)**



CyberSecurity Checklist

Cybersecurity remains the number one issue for local government agencies, with more complex ransomware attacks demanding increasingly higher levels of protection. How does your agency need to prepare for the remainder of 2023? Springbrook has you covered with a comprehensive cybersecurity checklist.

[GET YOUR COPY HERE](#)



**Springbrook Enterprise
Accounts
Receivable Agenda**

December 5,6
9:00 – 1:30 PST
with 1/2-hour break- Q/A

\$900/Two agency representatives

[REGISTER HERE](#)



Thank you!

Thank you for joining us at Activate 2023 in Las Vegas, Nevada. We had an amazing time networking and learning. Stay tuned for exciting updates on Activate 2024. For a detailed recap of the week, check out **[our latest blog post.](#)**

[READ MORE HERE](#)



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