The right
solution
for connecting
with today's
constituents.

intertrac
BY COMPUTERWORKS

Robust Solutions

intertrac has been fully customized for the Senate Office user experience. Its robust features, forms, and views are designed to help you track and manage any information that comes into your office. Need something not listed here? Just ask. **We've got you covered.**

Using intertrac's Correspondence solution, users can:

- Draft letters in Microsoft Word
- Reply to automatically grouped mail
- Send automatically generated responses
- Route mail for approval
- Log and track Executive Correspondence

Through intertrac's Newsletters solution, users can:

- Use the Builder to create, test, and send outreach mail
- Drag and drop design elements onto the page
- Edit the source HTML
- Generate micro-targeted mailing lists
- Conduct A/B Testing to improve conversion rates
- Add emojis to the Subject line to catch readers' attention
- Build custom surveys and inline polls
- Analyze results, including opens, click-throughs, and non-deliverables

Through intertrac's Scheduling* solution, users can:

- Sync calendars for all staff with Microsoft Outlook
- Generate custom reports
- Create and collaborate across group, staff, meeting room, and invitation calendars
- With appropriate security privileges, view Executive calendars and schedule appointments

With intertrac's Casework solution, users can record information in dynamic forms with custom fields that change based on the case type.

intertrac's feature-rich Contacts solution is where users can keep an up-to-date rolodex of every constituent, colleague, intern, staff, or agency liaison important to your office. With intertrac, users always have a full contact history at their fingertips.

intertrac's Constituent Services solution serves as a one-stop shop for users who need to assist constituents with flag requests, tour reservations, academy nominations, grants, project tracking, floor votes, and appropriations. This module also includes an opinion tracking form for tallying constituent comments on hot topics.

With intertrac's New Media solution, users can manage press contacts and news releases, integrate with official Facebook and Twitter accounts, and schedule no-hassle telephone town hall events.

intertrac's Reporting tool supplies users with a library of reports and analytics to measure essential data, such as turnaround reports, ranked reports, heat maps, and trend reports. With the scheduled report feature, key analytics are automatically delivered right to the user's inbox or Home Page.

* Scheduling is an optional module under the CSS contract at an additional cost.

intertrac® for Government is award-winning Constituent Services System software that serves as an information management and collaboration tool. The system **creates** and tracks forms and documents for information pertinent to your office. It **communicates** that information to targeted audiences, managing its flow in and out of your office. And it helps your staff **collaborate** to respond to your constituents quickly and efficiently, so you can get back to the business of government.

intertrac is simple to use and easy to implement

- Browser based; Mac and PC compatible
- Multi-Factor Authentication
- Integrates with any website solution
- Senate hosted
- Rapid deployment
- CMMI Level 2 Rated
- Security rich and reliable architecture
- Onsite and remote technical support

the right solution

The intertrac Difference

When you're comparing apples to apples, what makes intertrac stand out?

Our support team

With intertrac, you always get premium technical support. At ComputerWorks, we value each and every opportunity to serve you. When you call our office, you'll speak directly with technicians dedicated to your office. And if you have to call back, you'll have a direct line to the same person so you can pick up right where you left off. Still need more help? We have experts onsite every day, offering hands-on technical support and additional coaching for any intertrac users who need guidance.

Designed for YOU

When you choose intertrac, we will configure the system and develop custom reports for your office's unique needs. We will review every question, request, and suggestion that you send us. Because we continuously enhance the system based on user feedback, intertrac is actually a system that our user community helps design. And we make sure intertrac works exactly for YOU.

In a basket of apples, that's what makes intertrac an orange.

COMPUTERWORKS

12
Corporate Woods Boulevard
Albany, NY 12211

1.800.692.7787
info@computerworks.com
www.computerworks.com

HCL SOFTWARE Business Partner

Business Partner IBM

CMMI® Level 2 Rated

Due to proprietary and security concerns, ComputerWorks does not release, share, or otherwise disclose our source code or other intellectual property. We expressly restrict and prohibit other applications from directly accessing any data in the intertrac product. Secure API interconnections can be accommodated at the discretion of ComputerWorks and the customer.