

CRM software can serve both citizens and an agency's own employees

Vendor	Product	Type	Target areas	Key features	Supported applications, data sources, portals and standards (partial list)	Communications channels (partial list)
Aspect Communications Corp. San Jose, Calif. 888-412-7728 www.aspect.com	Aspect Call Center	Call center with CRM	Analysis and reporting, call center, IVR, workforce management	Analytics, call-center reports, multidimensional customer data mart, alerts	Various front-office and back-office applications, Microsoft Outlook, Oracle, Siebel 5, 6, 7	Chat, CTI, e-mail, IM, IP-PBX, PSTN, video, VOIP, Web, wireless
Best Software Inc. Scottsdale, Ariz. 866-308-2378 www.bestsoftware.com	ACCPAC CRM 5.6	CRM	N/A	Workflow, incident tracking, case management, document library, Web self-service, SLA tracking	Active Server Pages, HTML, Javascript, COM, SQL, SOAP, XML, IBM DB2, FoxPro, Oracle, ACCPAC Accounting	CTI, e-mail, Web, wireless
	SalesLogix 6.2	CRM	Customer service, marketing, sales, support	Service ticket/contract management, workflow, Web customer portal (self-service), service metrics, scheduled communications	Leading back-office applications, MicrosoftOffice, SQL Server, Outlook, Crystal Reports, Lotus Notes, Novell Groupwise	E-mail, Web, wireless
Oracle Corp. Redwood Shores, Calif. 650-506-7000 www.oracle.com	Oracle CRM	CRM	Case management, citizen interaction center, integrated case management for enforcement and social services, e-commerce, marketing, sales, service	Web self-service, entitlement verification, contract management, mobile field service, business flow templates, Web-based physical access security	Oracle E-Business Suite	E-mail, Web, wireless
PeopleSoft Inc. Pleasanton, Calif. 800-380-7638 www.peoplesoft.com	PeopleSoft Enterprise CRM for Government 8.9	CRM	Analytics, marketing, partner relationship management, process integration packs, revenue management, sales, service	Call tracking and routing, workflow, entitlement processing, analytics, enterprise portal, single sign-on, field service, marketing, self-service, integration with human capital management	HTML, HTTP, XML, human-capital management, financial, and procurement applications, ESRI GIS; Oracle, SAP (via Process Integration Packs)	Genesys CTI (via PeopleSoft CTI Integration tool), chat, e-mail, fax, IM, Web
Primus Knowledge Solutions Inc. Seattle 800-277-4427 www.primus.com	Primus Knowledge Center 6.0	CRM	Customer service, enterprise search, field service, help desk, self-service	Real-time analytics, natural-language processing, adaptive user navigation, wireless access, workflow, self-service, quick-start implementation, seamless escalation, Web-based reports	J2EE, various third-party CRM, content management and e-commerce suites	Chat, CTI, e-mail, MMS, MMS (via optional Communication Center)
RightNow Technologies Inc. Bozeman, Mont. 877-363-5678 www.rightnow.com	RightNow 6.0	CRM	Service, outbound (e-mail)	Analytics, case management, voice self-service, multichannel customer service view, custom reports, call tracking, satisfaction surveys, SLA management, entitlement/contract management, e-mail response	HTTP, XML, standard programming languages, various ERP, sales force, data warehouse apps	Chat, CTI, e-mail, fax, Web
SAP America Inc. Newtown Square, Pa. 888-727-1993 www.sap.com	MySAP CRM	CRM	Constituent services and tax and revenue management	Marketing, sales, service, analytics, field application support, e-commerce, interaction center operations and management, channel management	HTTP, J2EE, LDAP, RosettaNet, SOAP, XML	Chat, CTI, e-mail, SMS
Siebel Systems Inc. San Mateo, Calif. 800-366-5818 www.siebel.com	Siebel Public Sector 7.5	CRM	Citizen response (311), human services and tax case management, investigative case management, retirement systems, benefits case management, unemployment insurance, homeland security	Web self-service, help-desk and training support, call center, e-mail response, analytics, partner relationship management, call scripting, eligibility determination, document management, workflow	Unavailable at press time	E-mail, phone, fax, Web, wireless