Government & Public Sector | UAE

An Abu Dhabi agency resolved citizen complaints on public facilities 33% more efficiently

A government agency in Abu Dhabi routed citizen complaints about public buildings, streetlights and parks to the department that owns each asset, with a service level on every case.



33%
better complaint resolution efficiency

AT A GLANCE

INDUSTRY
Government

REGION
Abu Dhabi, UAE

SIZE
Large public body, many departments

PREVIOUSLY
No central complaint system

FEATURES USED
Work | Assets

01 The client

The client is a large public sector organization headquartered in Abu Dhabi, with departments and administrative offices responsible for public buildings, street lighting, parks and other public facilities.

Citizens report broken streetlights, damaged park equipment and faults at public service buildings, and staff raise their own requests about offices. Each case belongs to a different department, and the public expects a prompt answer.

02 The challenge

Complaints arrived by phone, email and in person, and were passed between departments by hand. Tickets were tracked in scattered records, so cases were assigned late and nobody could see how long a citizen had been waiting.

- Complaints and internal requests were logged in different places by different departments.
- Working out which department owned an asset delayed assignment.
- No service level told staff how quickly a case should be resolved.
- Staff spent time on repeated follow-up calls.
- Managers had little control over support work across offices.

03 What they set up in Asset Infinity

The agency handled complaints and internal requests in Asset Infinity's Work feature, with public facilities in the asset register and routing rules for each department.

Work

Complaints from every channel

The contact center logs calls, emails become requests automatically, and QR labels on facilities let staff report against the exact asset.

Work

Routed to the owning department

Categories such as street lighting, parks and public buildings send each case to the department responsible for that asset.

Work

A service level on every case

Each category has an SLA, with reminders and escalation to a supervisor when a case waits too long.

Assets

Public facilities on record

Streetlights, park equipment and building systems are registered by location, so repeat complaints about one asset are easy to see.

04 How it works day to day

Here is how a complaint about a dark streetlight is handled.

CONTACT CENTER AGENT

Logs the citizen's call

The agent records the complaint with the street and the light's location, and selects the street lighting category.

SYSTEM

Sends it to street lighting

The routing rule assigns the case to the street lighting department and starts the SLA for that category.

DEPARTMENT SUPERVISOR

Dispatches a crew

The supervisor turns the case into a work order for the crew covering that district, who are notified on the mobile app.

FIELD ELECTRICIAN

Repairs the light

The electrician replaces the faulty lamp, records the work against the streetlight's record and closes the job with a photo.

SYSTEM

Escalates late cases

Any case still open near its SLA limit sends a reminder, then escalates to the department head.

AGENCY MANAGEMENT

Reviews performance

Dashboards show open cases, SLA compliance by department and assets with repeat complaints.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Intake	Phone, email and walk-ins, logged in many places	One queue from every channel
Assignment	Passed between departments by hand	Routed by category to the owning department
Timeliness	No service level	An SLA with escalation on every case
Follow-up	Repeated calls between staff	Status visible on the case
Oversight	Little control across offices	Dashboards by department

06 How it rolled out

1

Complaint handling reviewed. The team assessed how cases moved between departments and where they stalled.

2

Routing configured. Past records were moved in, and categories, department routing rules and SLAs were set for each support function.

3

Departments trained. Contact center, support and departmental teams were trained in hands-on sessions.

07 The results

- Every complaint is tracked centrally, across departments and offices.
- Cases reach the owning department faster, without manual sorting.
- Supervisors see escalations and overdue cases as they happen.
- Less repeated follow-up by support staff.

08 Why it worked

Ownership is settled up front

Routing by category decides which department owns a case the moment it is logged, ending the hand-offs.

Service levels everyone sees

Staff and supervisors work to the same clock, so late cases surface before citizens chase them.

Complaints tied to assets

Linking cases to facilities shows where repeated faults call for a lasting repair.

09 Looking ahead

By sending each complaint straight to the department that owns the asset and timing it against a service level, the agency improved complaint resolution efficiency by 33%.

The complaint history kept against each public facility also shows which streetlights, parks and buildings draw repeated reports, so departments can plan repairs before citizens call.

See it on your own assets

A 30-minute demo, set up for a government agency or municipality.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial