

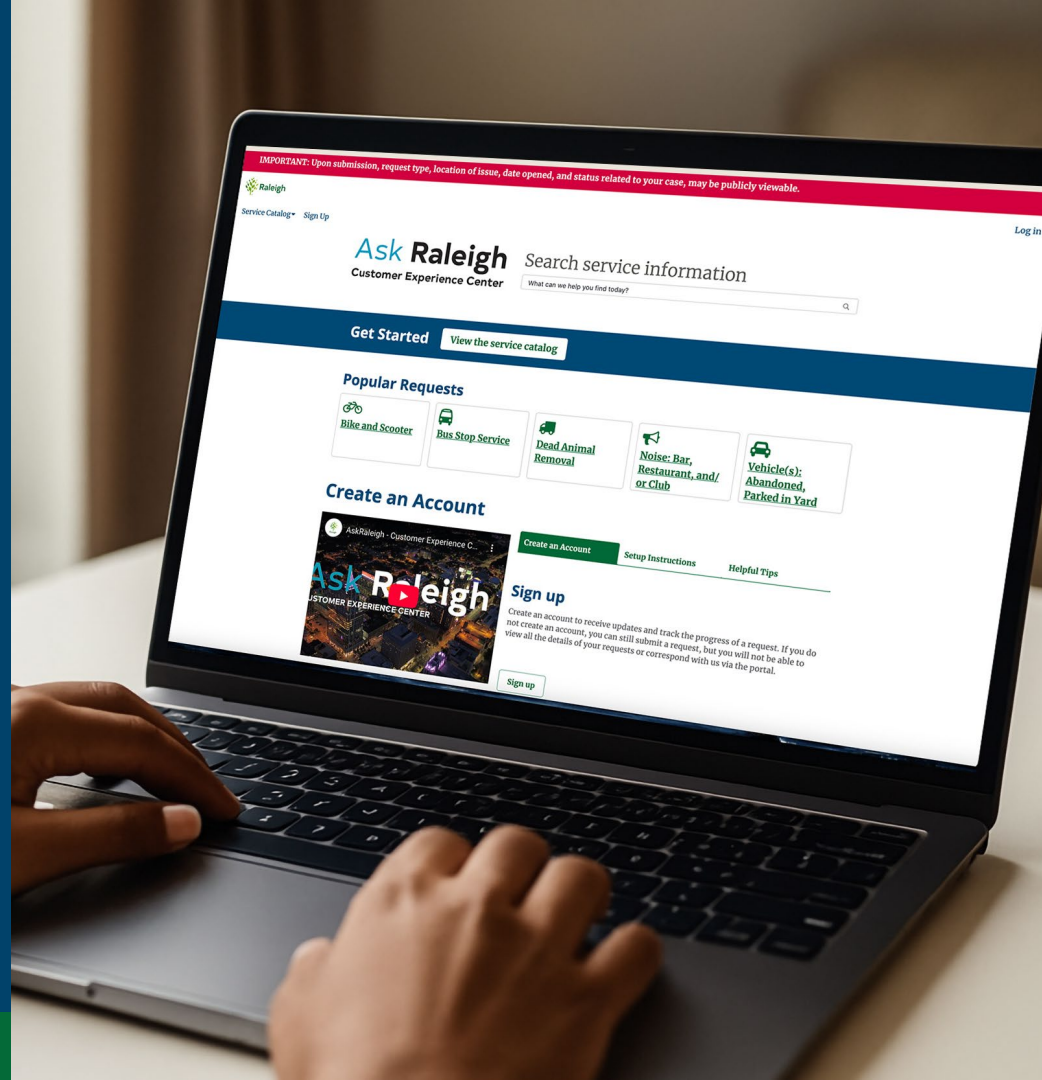
City Managers Office  
*Customer Experience*

# Ask Raleigh Updates

Work Session  
February 10, 2026



Raleigh



- ✓ Strengthening resident trust
- ✓ Service accessibility
- ✓ Operational efficiency



Photo: RATIO/Henning Larsen

# How Residents Connect with Us

- [ask.raleighnc.gov](https://ask.raleighnc.gov)
- Customer Experience Center
  - Phone
  - In-person

Photo: RATIO/Henning Larsen



# What is a Request?

## *Service Requests*

- Trackable work requiring departmental action
- Used for: performance, staffing, budget analysis

**Litchford Forest Neighbors** · Larissa Ann Greene · 13h · 🌍

Wow! I'm super impressed! I submitted a request for road sign maintenance and a new sign was put up within 36hours! Submit a request for your signs too! A lot of our street signs are super dirty and damaged.

[ask.raleighnc.gov](http://ask.raleighnc.gov)  
**Signs and Signals - Customer Experience Center**

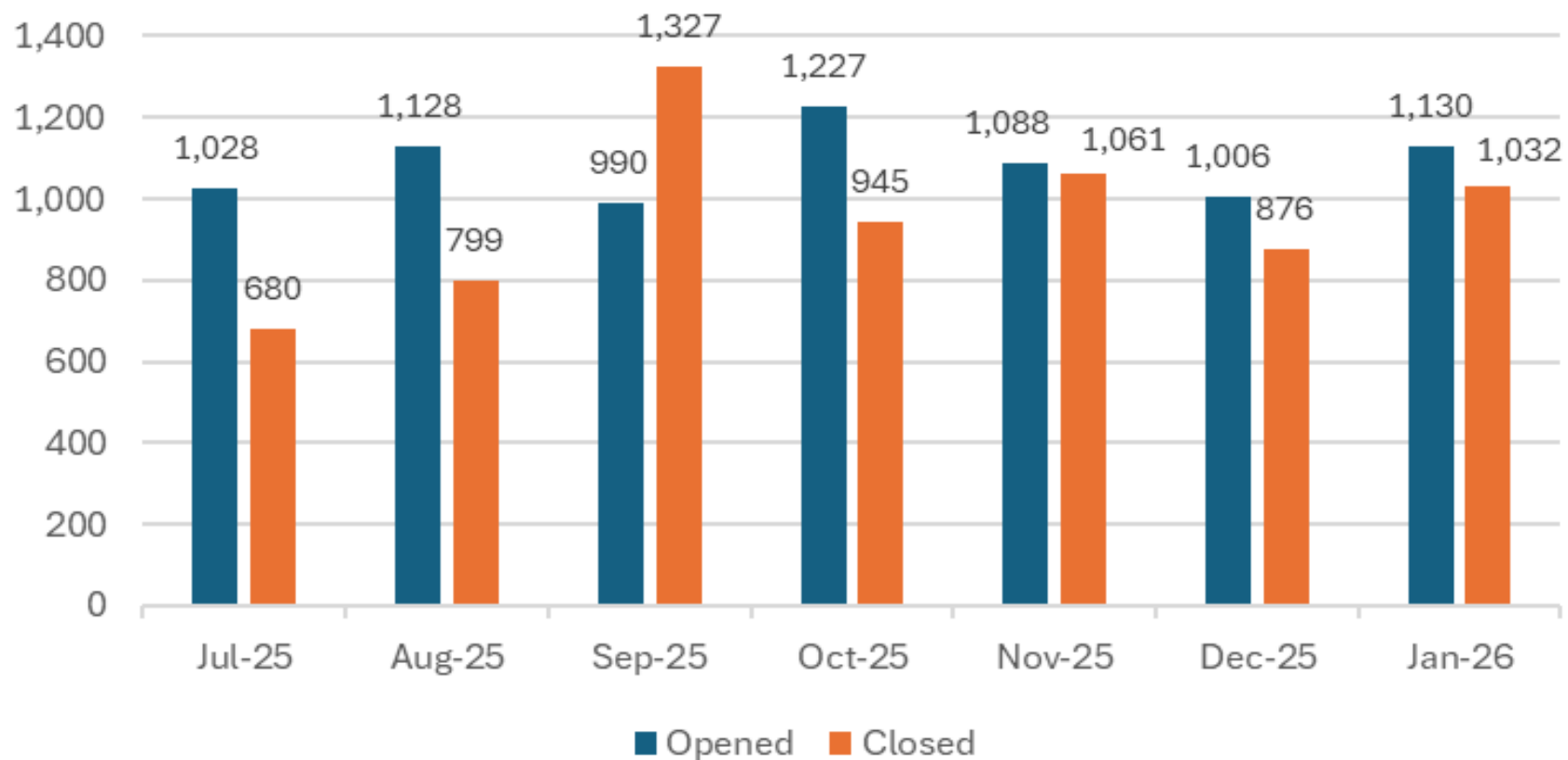
👍❤️ You, TeeJay Judy + 3      2 comments

❤️ Love      💬 Comment

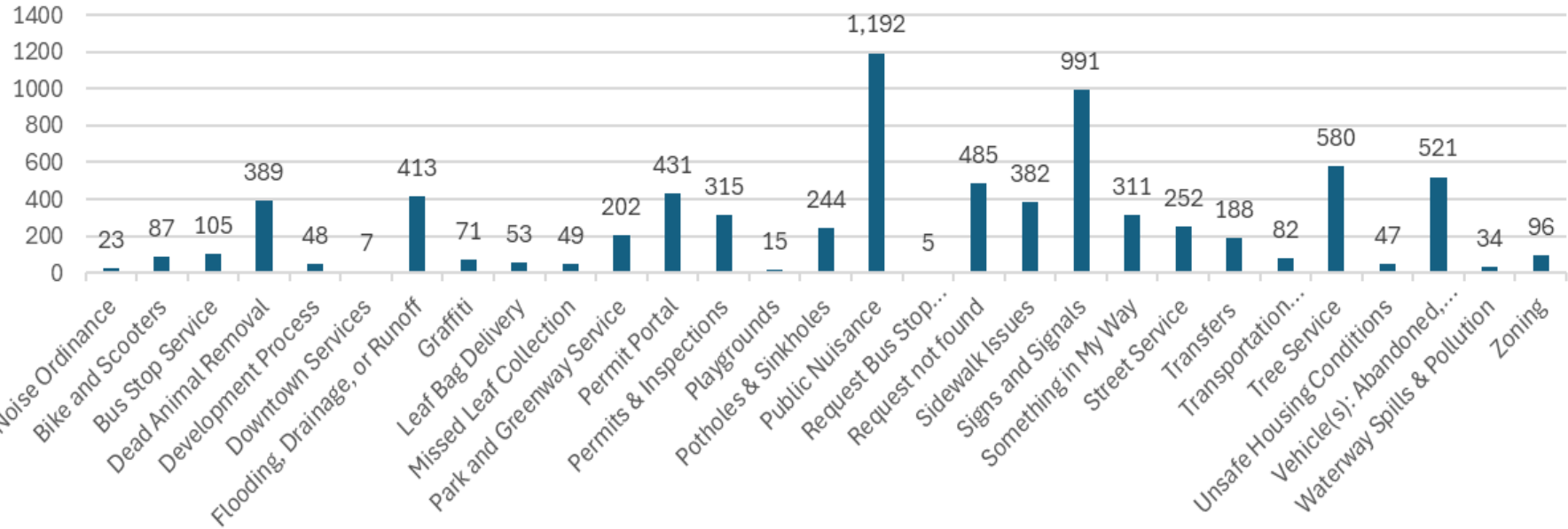
**Larissa Ann Greene**  
New sign

Like Reply 4 👍

## Requests by Month



## Requests by Service Type



# What Customers Want

## *Feedback and Insight*

- Faster resolution
- Clearer expectations
- Fewer handoffs
- Easy self-service
- Accessibility across channels

\* How would you rate your overall experience?



Satisfied



Neutral



Dissatisfied

Did you find it easy to process this request?



Satisfied



Neutral



Dissatisfied

How do you feel about the amount of time it took to resolve your issue or request?



Satisfied



Neutral



Dissatisfied

How would feel about using our portal again?



Satisfied

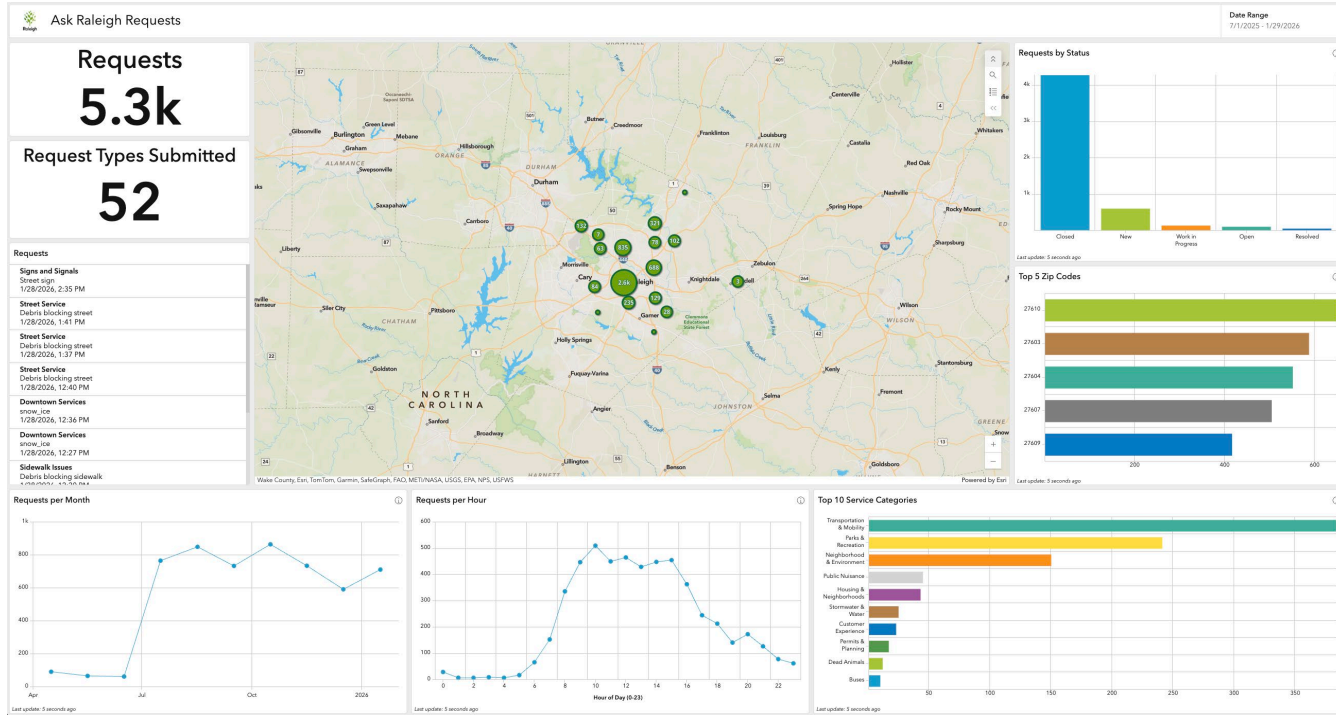


Neutral



Dissatisfied

# Dashboard Tour



# Customer Engagement Tools

## *Phone Pilot: Improving Efficiency*

- Customer Insights: understanding call drivers
- Essential Channel: optimize phone experience
- Unified Access: streamline numbers, smart routing
- AI Integration: pilot for efficiency and accuracy
- Continuous Improvement: feedback-driven, data quality



Ask Raleigh  
External  
Launch



July  
2025



Additional  
updates to  
Ask Raleigh



3<sup>rd</sup> Qtr.  
CY 2026



Consolidated  
phone  
Solution



1st – 2nd Qtr.  
CY 2027



City Hall  
Customer  
Experience



3<sup>rd</sup> Qtr.  
CY 2027

# Questions?

