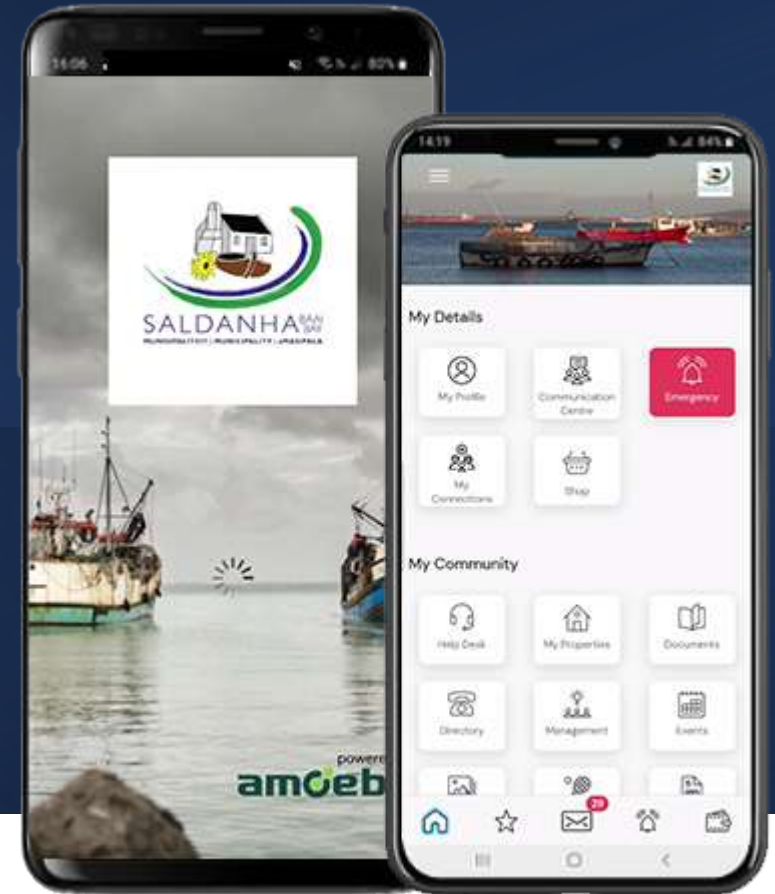


# Saldanha Digital Citizen App

App Engagement and Statistics

October to November 2022



**GLOVENT**  
SOLUTIONS

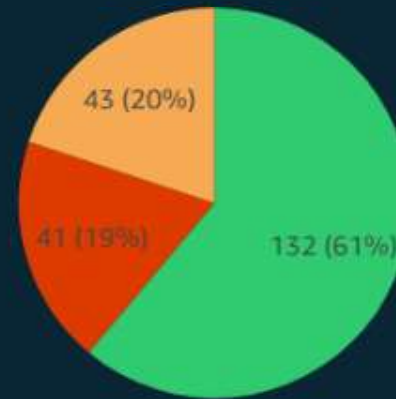
# Saldanha Digital Citizen App Onboarding and App Activity

Total App Users



1094

Last Activity



Lastactivity

- 0 - 7 Days
- 30+ Days
- 8 - 30 Days

October

136

November

14



Saldanha Digital Citizen App  
Trackable Mobile App Click Analytics

<p>Total Fibre Clicks</p>  <p>1044</p>	<p>October</p> <p>102</p>	<p>November</p> <p>153</p>
<p>Total Jobs Clicks</p>  <p>597</p>	<p>October</p> <p>60</p>	<p>November</p> <p>85</p>



# Saldanha Digital Citizen App Fault Reports

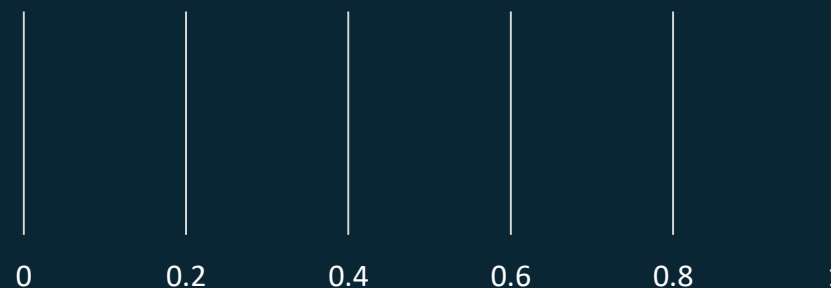
Total Faults Reported



0

Issue by Type

CCS Push Notifications



■ CCS Push Notifications

October

0

November

0



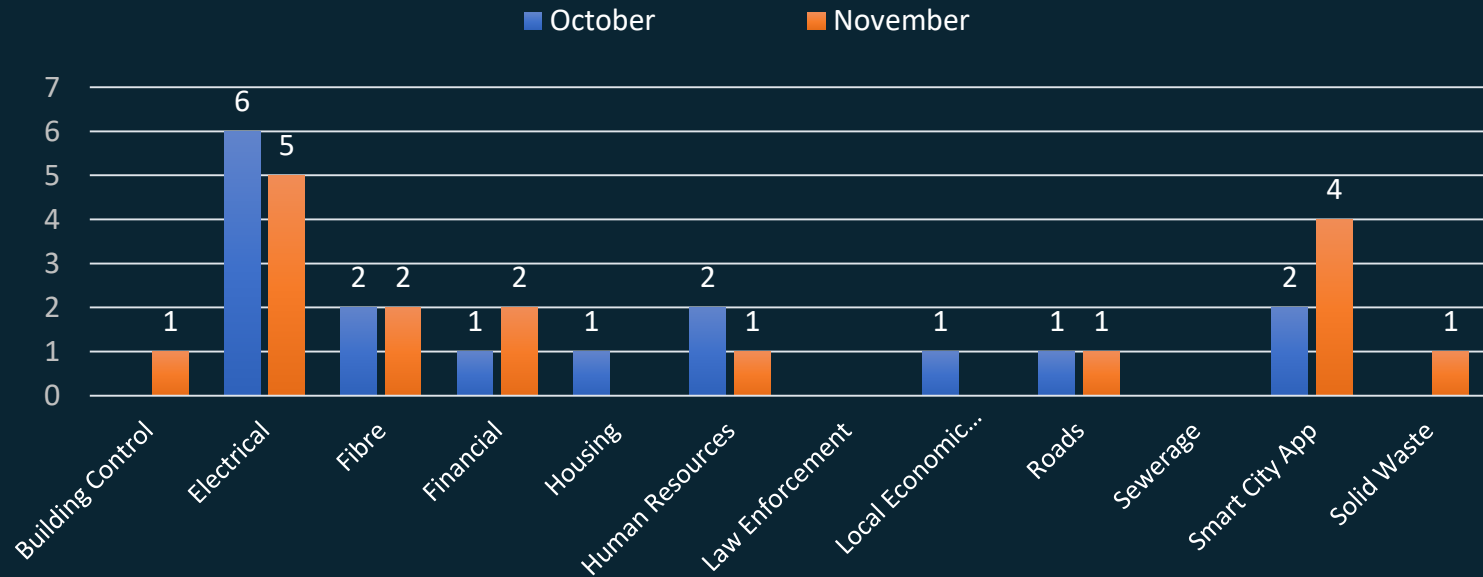
# Saldanha Digital Citizen App Help Desk Requests

Total Help Desk  
Requests



108

Request by Category



October

16

November

17



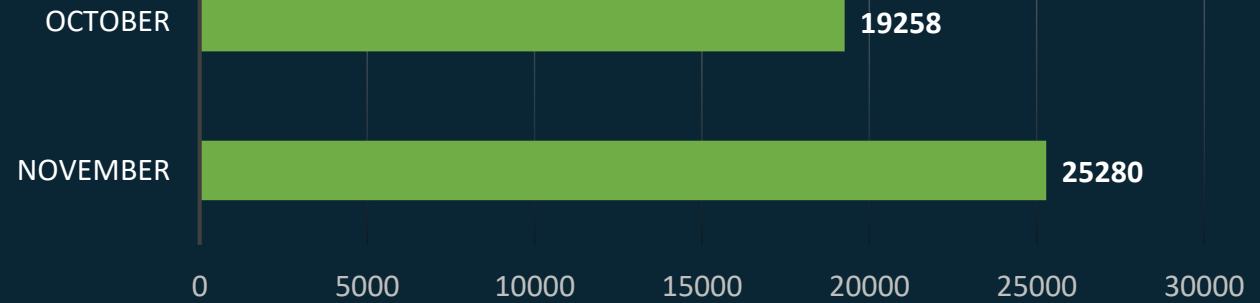
# Saldanha Digital Citizen App Communication Sent

Total Messages Sent



65136

Messages by Month



October

19258

November

25280



# Saldanha Digital Citizen App

## New Modules & Features

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### Surveys

The Community Admin can now create surveys to gather information or feedback from app users. The results of the survey can be viewed, downloaded and shared to relevant parties.

The App users can access the new Survey tile within the Community Homepage. They can respond to all Open surveys, view their answers and view Completed and Expired Surveys.

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### e-Forms

The Community Admin can now create e-Forms and publish them as a Community Link. The collected data can be viewed, filtered and downloaded in PDF or CSV format.

Each e-Form will either show as a separate tile within the Community Homepage or under the More tile, depending on how it was configured by the admin. The app user selects the e-Form, fills in the details and submits their response. App users can fill-in the e-form multiple times.

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### Device Management

The App User has the choice to sign out devices that they have signed into. Once the device is chosen and the sign out button selected, the specific device will immediately be signed out. This is an additional security feature to manage the activity on user accounts.

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### Terms & Conditions

The Community Admin can now enable the Compliance and Terms & Conditions feature, the app users will then when entering the Community Homepage, be alerted of the Terms & Conditions. The app user can click on the link to open and read the Terms & Conditions, they do however have to accept the Terms & Conditions to continue to use the features within the Community Homepage ie. ***My Properties, Help Desk, Documents etc.***

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Thank You

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