

Checklist:

How to Pick the Perfect Public Records Request Management Solution



Looking for public records request software that helps reduce the burden on staff in an increasingly complex public records landscape? This checklist and the accompanying [Guide](#) were designed to simplify the decision process so you can select the right solution for your organization.



Education Records Departments

- Extracts .pst email files automatically for review for “any and all” email requests inside the tool while retaining deep layered folder structure
- Reduces request volume (and workload) by 20% or more using automatic self-service powered by patented deflection techniques that show automatic suggestions when requester is typing and don’t require you to do any setup or manual keyword tagging
- Shares trending topics of interest (such as high-profile events or hot topics) with ability to “Follow” as updates are posted
- Flags frequent requesters and triggers related workflows automatically

- Flags duplicate/similar requests and works them together as one automatically
- Configures automated due dates that are aligned with holiday calendars
- Generates a defensible audit trail with requester views, opens, and downloads as well as staff activity logging and date/timestamping
- Adds escalation/backup staff assignments
- Collaborates easily and securely across departments and campuses and even with **external (non-user) personnel** (such as public health and safety) for records collection, review, and information sharing
- Allows expansion to manage **subpoenas, interagency requests, legal holds, complaints**, and more in one platform that can replace separate solutions for all



Want to save time and material costs? Increase data security and reduce litigation risk? Reduce request volume? All while improving requester relations and trust with a better, more accessible public service? [Click here](#) for a personalized demo or more information.