Better reports in. Safer reports out.

Smart intake helps residents pick the right request type and fills in the details. Content review flags threats and abuse, blurs faces and license plates, and applies your policy before anything goes public.

Smart intake

WHILE THEY REPORT, BEFORE THEY SUBMIT

- Suggests up to three of your request types from a photo or description
- The resident picks and confirms the type; then Assist fills in its detail fields
- Residents can change any answer before they submit

Content review

AFTER THEY SUBMIT, BEFORE ANYONE ELSE SEES IT

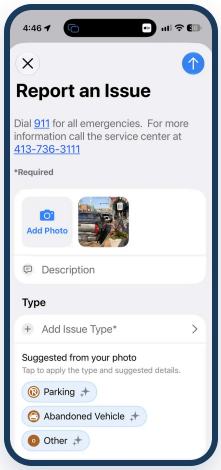
- Flags threats, abuse toward staff, hate speech, harassment, doxxing and spam, each with a severity and a reason
- Holds or blocks by your policy. Nothing is deleted.
- Blurs faces and license plates on the public site; crews and staff see originals when the job needs it

SMART INTAKE

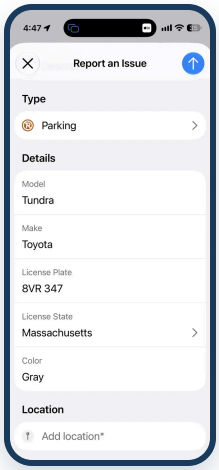
They pick the type. Assist fills in the rest.

Residents often pick the wrong request type or skip the details a crew needs, and staff end up calling them back. Smart intake reads the photo and the description and suggests up to three types from your own list. The resident picks and confirms one, and only then does Assist fill in that type's detail fields.

Right queue, fewer callbacks, cleaner data.



1 Types suggested from the photo. The resident picks one.



2 Then its details fill in from the photo.

CONTENT REVIEW · PRIVACY

Faces blurred before anything goes public.

A real report from the Spot app. Bystanders' faces are blurred automatically before the photo goes public.



As submitted. Originals are kept, and your policy decides which staff can open them.



What the public sees. Bystanders' faces are blurred automatically.

HOW IT WORKS

Two moments, one report.

SMART INTAKE · WHILE THEY REPORT

1. Resident adds a photo or a few words
In the Spot app or on the web portal.

2. Assist suggests types, then fills in the form
The resident picks one of up to three types. Assist fills in its details. They check and submit.

CONTENT REVIEW · AFTER THEY SUBMIT

3. Assist reviews the content
Flags threats and abuse and blurs faces and plates, with a reason for every finding.

4. Your rules decide
Reports that match your policy are held or blocked and marked Needs Review. Every case still goes to the right team.

CONTENT REVIEW · FOR YOUR STAFF

Every decision explained.

Illegal Dumping

OPEN BLOCKED

Elm St · reported on the web

"Some **s***** was dumped on my lawn. I'm going to sue you **losers**. And if that doesn't work, **I'll bring my hammer to your office**."

Profanity or Abuse Toward Staff HIGH
Uses profanity and insults city staff directly.

Threat of Violence HIGH
"I'll bring my hammer to your office" states an intent to show up with a hammer, an implied threat to staff.

Actionable LOW
Describes dumped material but gives no address, so a worker would need to follow up first.

Policy matched Profanity or Abuse Toward Staff and Threat of Violence: blocked.

CONTENT REVIEW · YOUR POLICY

You decide what gets blocked.

Every category is written in plain language, with what it covers and what it doesn't, so a report about hateful graffiti is a service request, not hate speech. Check the categories that block a report and set how serious a finding has to be.

Also noted, never blocked: actionable, repeat or unresolved, positive feedback, encampment reports, political advocacy and test submissions.

Block at severity	Medium and above
☑ Profanity or Abuse Toward Staff	2
☑ Threat of Violence	1
☑ Hate Speech or Slur	0
☑ Harassment of a Named Individual	0
☐ Personal Information	0
☐ Spam or Repetitive Campaign	0

HOW WE BUILT IT

Nothing is deleted

Blocked reports are still cases. Originals are kept for authorized review.

Residents have the last word

Assist suggests. Residents choose the type and can change every answer before they submit.

Works with what you run

Your request types and routing, every channel, connected to your CRM through Spot Cloud.

See Assist on your own reports.

We'll walk through smart intake and content review on real examples, and show you the rules and admin views your staff would use.

Request a demo
603.889.2200