

# Virtual Government Services

Government services that have historically been conducted in-person must be virtualized to safely and efficiently serve constituencies during—and after—the pandemic.



As both resident expectations and demand for government services rise, previously in-person processes such as obtaining marriage licenses, benefits applications, vehicle registrations, grant applications, and many more must be virtualized while maintaining government's ability to validate information provided by residents. Virtualizing government services, however, often requires bespoke applications, complex integrations with legacy systems, and teams of expensive developers.

With Unqork, government agencies can rapidly develop and effectively manage custom resident experiences for each validation process—without writing a single line of code. Sophisticated multi-step workflows can be developed in days or weeks, instead of months or years.

Unqork's Virtual Government Services solution provides a unified platform that brings the entire resident journey into one seamless digital experience.

The application allows agencies to integrate configurable digital forms & service workflows; ID validation functionality; end-to-end application processing (including receipt, review, and approval), self-service appointment scheduling (including integration with government workers' calendars); and digital signatures.

Taken together, these features empower agencies to deliver services while reducing the reliance on in-person engagements and paper-based processes.

## Key Benefits

- ✓ **Speed to Market:** Out-of-the-box identity validation, video conferencing, and document signature functionality that can be deployed immediately combined with the ability to customize the look and feel, intake questions, and integrations
- ✓ **Reliable Delivery:** Proven methodology ensures that applications are delivered quickly according to agency needs
- ✓ **Public Health:** Ensure that residents do not endanger themselves and others in order to conduct critical business with the government
- ✓ **Economic Recovery:** Stalled processes such as licensing can mean stalled business. Get businesses and individuals back to work to drive the local economy
- ✓ **Safety & Compliance:** Many stalled or disallowed processes will continue out of necessity even without government oversight. Ensure that agency missions are not compromised and the public is protected



## Key Capabilities



### Scheduler

Automate and streamline appointment scheduling with a native scheduler that seamlessly integrates with workers' calendars



### Workflow Optimization

Build dynamic multi-step workflows for key stakeholder groups



### Dashboard & Analytics

In-product dashboarding gives your stakeholders full visibility into their licensing pipelines, high-level KPIs, process bottlenecks, and more



### Enterprise Integrations

Create enterprise-grade integrations with legacy systems, virtual conferencing, payment processors, identity validation, calendars, & many more third-party data capabilities.



### Identity Validation

Scale the ability to match user-provided information against trusted sources in real-time



### E-Documentation

Obtain signatures electronically and generate digital documents by integrating with popular third-party services such as DocuSign



### Video Conferencing

Incorporate seamless video conferencing into your applications to validate original proofs of identity



### No-Code Flexibility

Unqork's no-code platform makes changing applications based on evolving regulations or resident demand a simple drag and drop exercise

### SUCCESS STORY: NYC CUPID

## The city of New York virtualized their marriage license process in a matter of days.

First deployed by the City of New York during the COVID-19 pandemic, Unqork's Virtual Government Services Application enabled NYC to bring their entire marriage license process online.

Using Unqork, the Department of Information Technology and Telecommunications (DoITT) and the Office of the City Clerk launched "NYC Cupid," an Unqork application that digitizes affidavits, automates identity verification, enables online payments, schedules digital appointments with clerks, facilitates video conferences, manages e-signatures, and generates official licenses.

### About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Organizations like Goldman Sachs, Liberty Mutual, the Cities of New York and Washington, DC and Maimonides Medical Center are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches.

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