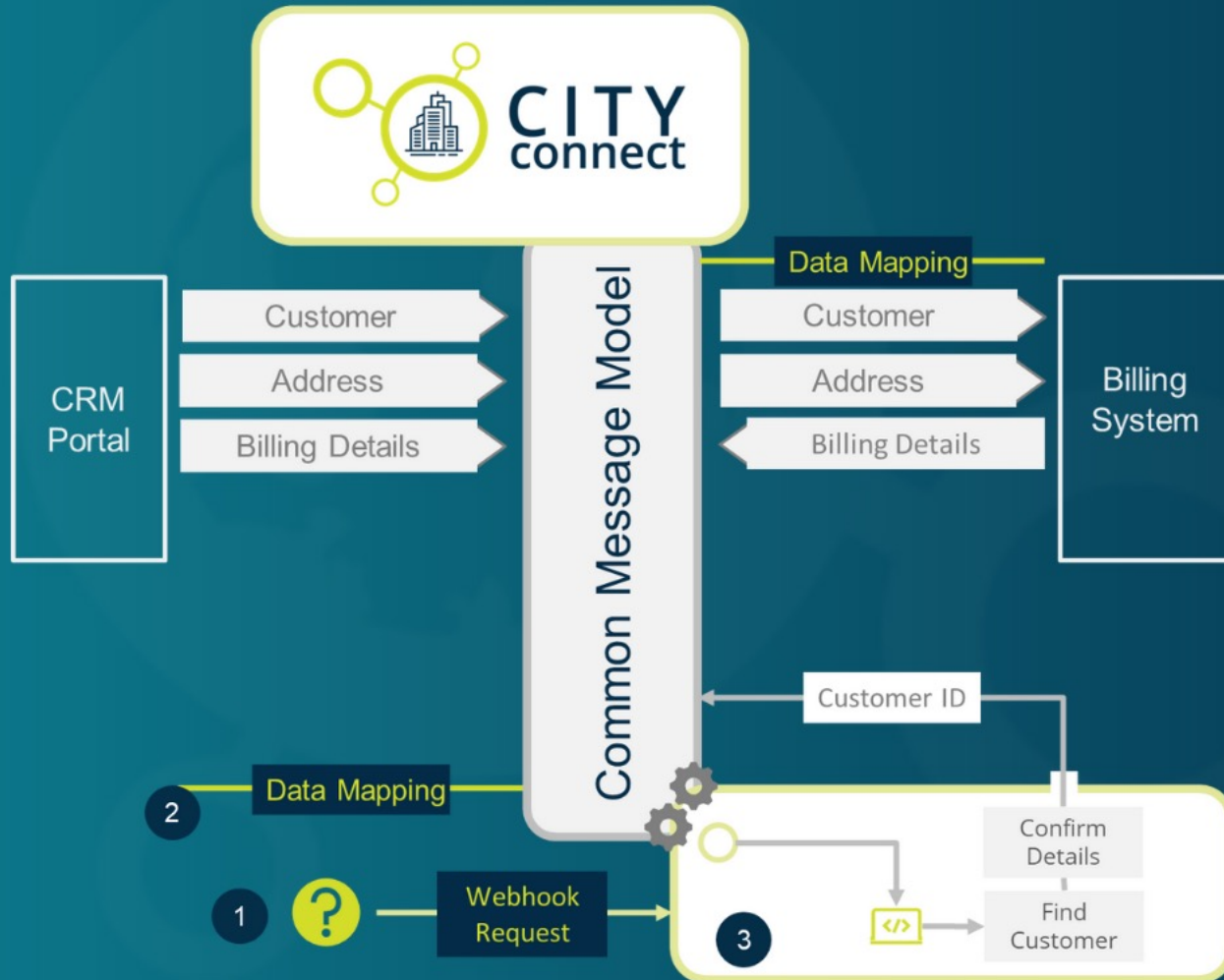


Register Account Automation

Link a customer record in your portal or CRM to their service account in a property tax, utility billing, recreation, or other billing system.



1 A Customer decides to connect their customer profile in a CRM or Portal solution. This creates a direct request to CityConnect containing the customer contact record along with answers to questions around billing details for the billing system they want to connect their account.

2 The customer record is mapped to the Common Message Model.

3 The Automation looks up the customer record in the billing system based on customer name, address, and other properties. It then verifies that provided billing details match account transaction history, and then provides the Customer ID back to the calling system to link the accounts.