




































SLC MOBILE		FEATURE		mySLC
<b>40+</b>		REQUEST TYPES OFFERED		<b>120+</b>
<b>NO</b>		 LANGUAGE TRANSLATION		<b>YES</b> Currently all services can be translated into Spanish with more language options to come
<b>NO</b>		 KNOWLEDGE ARTICLES		<b>YES</b> Users can learn more about city services and request types before submitting cases
<b>YES</b> But SLC Mobile only showed when cases were "open" and "closed"		 CASE TRACKING		<b>YES</b> mySLC includes more status updates on cases via notifications
<b>YES</b>		 ANONYMOUS SUBMISSIONS		<b>YES</b>
<b>YES</b>		 PERSONALIZED PROFILE		<b>YES</b>
<b>YES</b>		 UPLOADING PICTURES		<b>YES</b>
<b>YES</b>		 WEB PLATFORM		<b>YES</b>
<b>YES</b>		 MOBILE APP		<b>YES</b>
<b>NO</b>		 IN-APP COMMUNICATION		<b>COMING SOON</b> Users can communicate directly with case managers via the platform
<b>NO</b> SLC Mobile linked users to external sites to pay bills		 DIRECT PORTAL TO PAY BILLS		<b>COMING SOON</b> Users will soon be able to pay bills directly in the platform
<b>NO</b> SLC Mobile did not allow for platform development		 CONNECTED SERVICES		<b>COMING SOON</b> The new app will allow for additional developments and services



mySLC