

Extending the Channel Shift & Transformation Tool Kit

Mark Eves



The Contact Centre

- Knowledge Management
- Web Chat
- Email Centre
- Telephony Integration



Knowledge Management for citizens

Channel Shift & Transformation Tool Kit

- Allow your citizens to search for information
- Each article added is organised by section.
- Auto complete on searched questions.
- Embed a URL into your webpage.
- Works with RBAC, so you can define who can see what articles.



Knowledge Management for citizens

Channel Shift & Transformation Tool Kit



> Rubbish & Recycling

Recycling

Missed Bin

New Bins

House Hold Waste

Knowledge Management for agents

Channel Shift & Transformation Tool Kit

Customer

Reset

Actions >

* Contact

▼

Reference number

Search

Knowledge search

torfa

Q

Have your say on life in Torfaen

Knowledge Management for agents

Channel Shift & Transformation Tool Kit

Have your say on life in Torfaen (Shiv Bhayani - 08 Apr 2015)



Would you like to help improve services and lives in Torfaen?

If so, join Torfaen's People's Panel – a group of residents who voice their opinions on public services and life in the borough.

As a member of the panel, which is managed by Torfaen council on behalf of the local service board, you will be able to influence the way public services are developed within Torfaen.

People from all backgrounds aged 18 and over are needed and panel members will not be expected to participate in everything.

Document(s)

Name	Size	Uploaded by	Uploaded on
 check-in-minion.jpg	29KB	shiv.bhayani@itouchvision.com	15 Jun 2015
 Mickey Mouse 13.png	681KB	shiv.bhayani@itouchvision.com	15 Jun 2015

Close



The Demo

Walk through

Web Chat

Channel Shift & Transformation Tool Kit

- Make Council staff iChat members.
- Citizen can enter their email address and start a chat.
- The iChat engine will check all online agents and notify them of question.
- Once the chat is finished all message history is saved as a interaction again the citizens details.
- When no one is available to chat the citizen's message is either converted to an email and sent to the email centre or they are redirected to the service request page.



Web Chat | Agents


Channel Shift & Transformation Tool Kit

Community > People > Communication

Dashboard Profile Transactions Interaction Employment Access role Communication

Name	Email	Mobile	Device	Total service request	Creation date	Last login
Miss. Claire Gifford	claire.l.gifford@flintshire.gov.uk	999999	-	0	21-JUN-2013 14:17:45	28-Nov-2013 13:17

Chat

 Username: claire.l.gifford.flintshire
User not available for iChat. Please enable.

Enable

Web Chat | Agent groups

Channel Shift & Transformation Tool Kit

Community > People > Communication

Dashboard Profile Transactions Interaction Employment Access role Communication

Name	Email	Mobile	Device	Total service request	Creation date	Last login
Miss. Claire Gifford	claire.l.gifford@flintshire.gov.uk	999999	-	0	21-JUN-2013 14:17:45	28-Nov-2013 13:17

Chat

Disable



Username: claire.l.gifford.flintshire

User roster

+

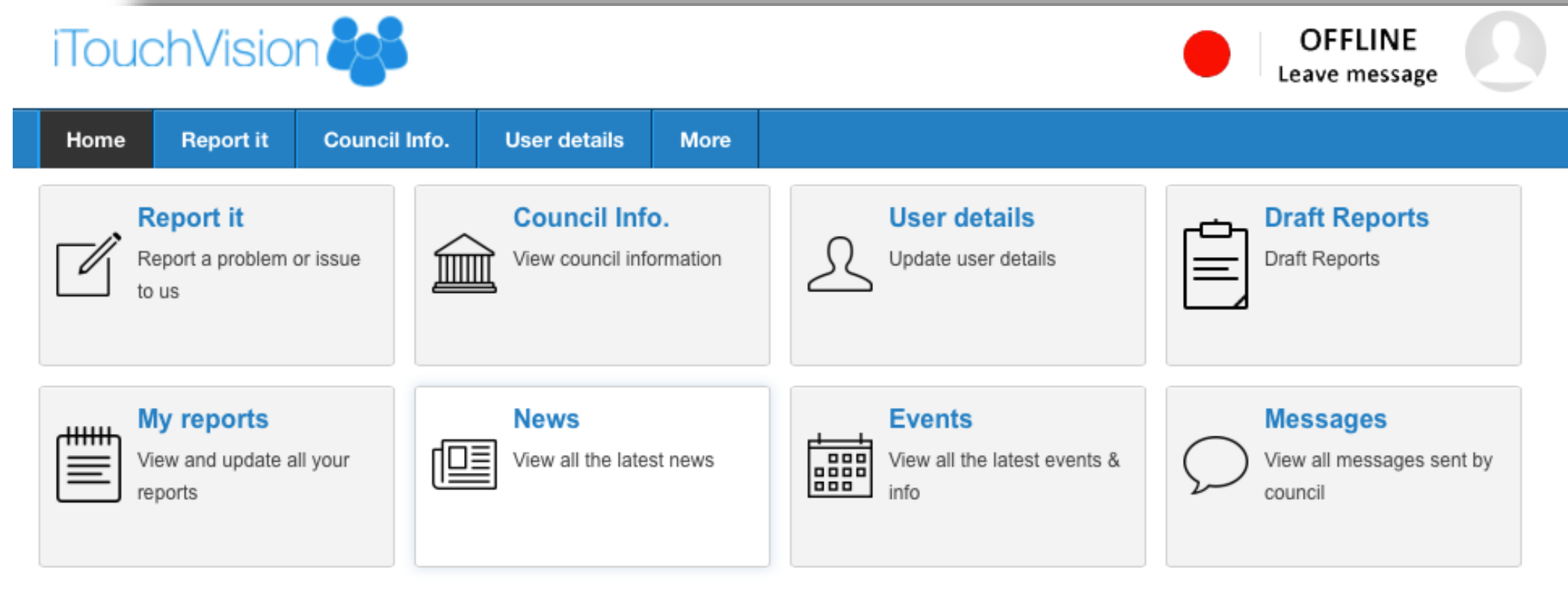
Below is the list of roster items for user claire.l.gifford.flintshire. Shared groups are represented in the Groups column.

Edit	JID	Subscription	Nickname	Group
	phil.flintshire@idbdev.itouchvision.com	Both	phil scott	Flintshire County Council
	kartik.test.flintshire@idbdev.itouchvision.com	Both	Kartik Patel	Flintshire County Council
	demo.flintshire@idbdev.itouchvision.com	Both	Demo Flintshire	Flintshire County Council

row(s) 1 - 3 of 3

Web Chat | Embeddable Chat Plugin

Channel Shift & Transformation Tool Kit




Web Chat | Citizen

Channel Shift & Transformation Tool Kit

Live Chat

Routing Your Request...

Your chat request is being routed. You can cancel your request by clicking "Close Window" below.

 You are currently number 1 in the queue. It is estimated that your wait time will be less than 1 minute.

Please stand by, or you can [leave a message](#).

[Close Window](#)

Powered by [iTouch Vision](#)

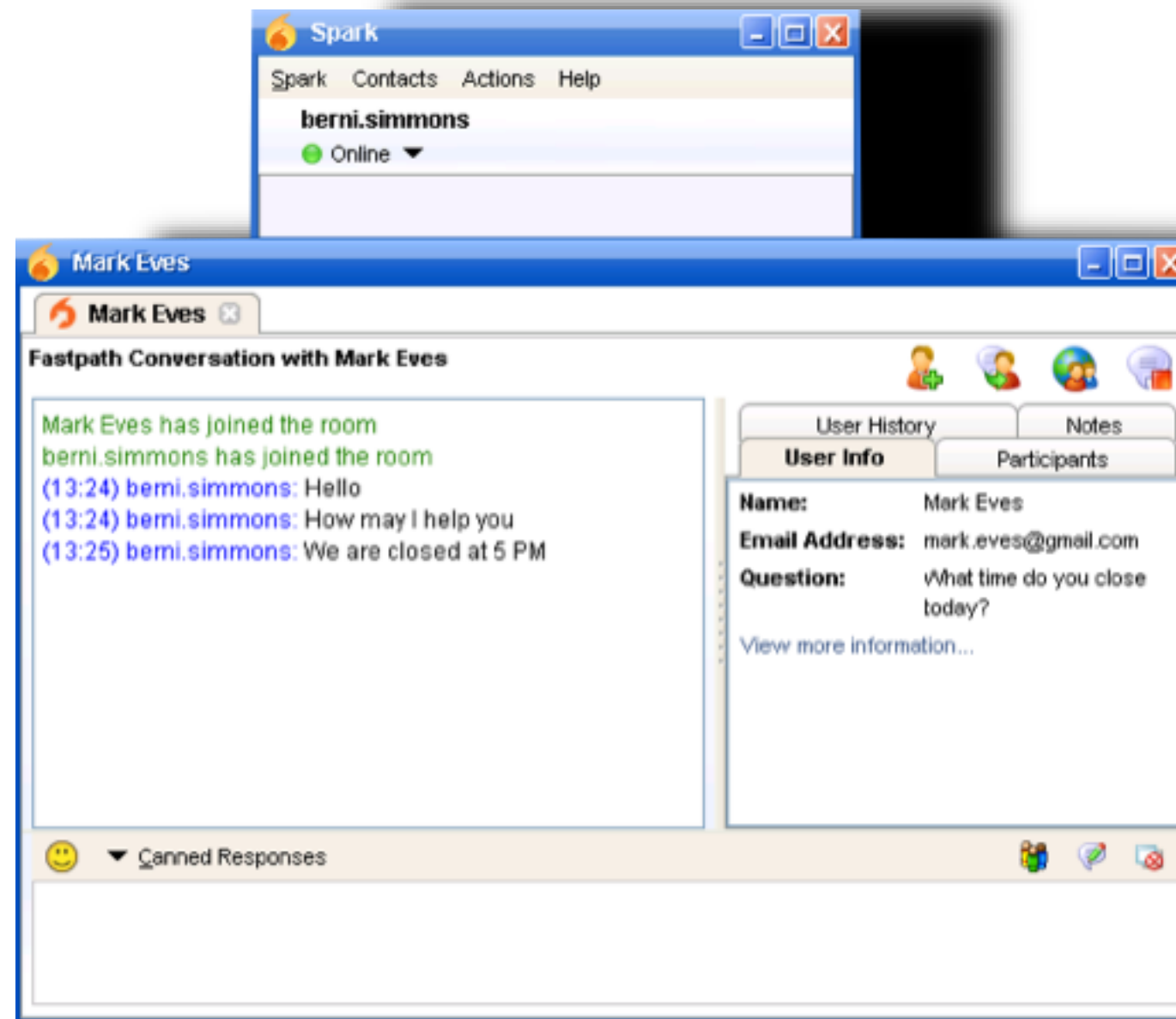
Web Chat | Agent

Channel Shift & Transformation Tool Kit



Web Chat | Agent

Channel Shift & Transformation Tool Kit



Web Chat | Interactions

Channel Shift & Transformation Tool Kit

Activity details	
Type	Chat
Time	29-JUN-2015 13:29:55
Content	<p>Conversation:</p> <p>Username: Mark Eves Email: mark.eves@gmail.com Workgroup: mycouncilservicesdemo@workgroup.idbdemo.itouchvision.com Location: http://idbdemo.itouchvision.com/portal/f?p=103:14:8743154342808 Question: What time do you close today? Start time: 29-JUN-2015 13:25:03 End time: 29-JUN-2015 13:29:45 Duration: 00:04:42 Wait time: 19 Seconds</p> <p>Transcript:</p> <p>[13:25:09] berni.simmons : Hello [13:25:38] berni.simmons : How may I help you [13:26:35] berni.simmons : We are closed at 5 PM</p> <p>Notes:</p> <p>I checked the website and it says 5 PM</p>

Web Chat | Analytics

Channel Shift & Transformation Tool Kit

Overall Usage Summary

Total number of users entering chat queues	7
Number of users served by agents	6
Number of users cancelling request	0
Number of users never picked up by an agent	1
Percentage of users served by an agent	85.71%
Average user wait time prior to being served	0 min, 8 sec.
Average length of a user chat session	1 min, 41 sec.
Total length of all user chat sessions	11 min, 50 sec.

Agent From To [Go](#)

Usage summary between 31-MAY-2015 and 30-JUN-2015

Total number of users entering chat queues	3
Number of users served by agents	3
Number of users cancelling request	0
Number of users never picked up by an agent	0
Percentage of users served by an agent	100.00%
Average user wait time prior to being served	0 min, 9 sec.
Average length of a user chat session	2 min, 47 sec.
Total length of all user chat sessions	8 min, 21 sec.



Live Demo

Web Chat

Email Centre

Channel Shift & Transformation Tool Kit

- Receive emails from multiple accounts.
- Allow agents to respond to an email or create a new service request.
- Email templates allow you quickly respond.
- Send emails to and from a service request.
- Auto create email to service request.
- Automatically create new users.
- Secure access authenticated by email.
- Create tasks.



Email Centre

Channel Shift & Transformation Tool Kit



- Overview
- Dashboard
- Service desk
- Contact centre
- Case management
- Community
- Communication
- Tasks
- Asset centre
- Analytics
- Administration

Contact centre Email centre Social Media

Actions

Test



Refresh

Compose

Status in 'Unread, Read' ☒ ☐

	Actions	Subject	From	To	Date
<input type="checkbox"/>		test img img	rushikesh.purohit@itouchvision.com	sr@itouchvision.com	29 Jun 2015 10:20
<input type="checkbox"/>		test interaction schedule	rushikesh.purohit@itouchvision.com	sr@itouchvision.com	29 Jun 2015 10:17
<input type="checkbox"/>		Re: Demo instance: My Council Services - UK - Your Updated Abandoned Vehicle service request has been referred - 122802	rushikesh.purohit@itouchvision.com	sr@itouchvision.com	28 Jun 2015 09:51
<input type="checkbox"/>		scenario 1 - customer email	rushikesh.purohit@itouchvision.com	sr@itouchvision.com	28 Jun 2015 09:38
<input type="checkbox"/>		testing	rushikesh.purohit@itouchvision.com	sr@itouchvision.com	27 Jun 2015 15:02
<input type="checkbox"/>		New test email	sohil.bhavsar@itouchvision.com	sr@itouchvision.com	27 Jun 2015 10:42

Email Centre

Channel Shift & Transformation Tool Kit

The screenshot displays the iTouchVision Email Centre interface. At the top, there's a navigation bar with 'Overview', 'Dashboard', and 'Service'. Below this, a sub-navigation bar includes 'Contact centre', 'Email centre', and 'Service'. A sidebar on the left contains an 'Actions' button and a filter for 'Status in 'Unread, Read''. The main content area is titled 'Email centre actions' and features a dropdown menu set to 'All accounts'. Below the dropdown are five action items: 'Create service request' (with a pencil icon), 'Send email' (with a paper plane icon and highlighted in blue), 'Send SMS' (with a speech bubble icon), 'Create task' (with a checkmark icon), and 'Create interaction' (with a flowchart icon). Each item has a brief description. To the right of the actions panel, there's a 'Refresh' button and a 'Compose' button. Below these, a table lists email records with columns for 'To' and 'Date'. The table contains six rows of data.

To	Date
sr@itouchvision.com	29 Jun 2015 10:20
sr@itouchvision.com	29 Jun 2015 10:17
sr@itouchvision.com	28 Jun 2015 09:51
sr@itouchvision.com	28 Jun 2015 09:38
sr@itouchvision.com	27 Jun 2015 15:02
sr@itouchvision.com	27 Jun 2015 10:42

Email Centre

Channel Shift & Transformation Tool Kit

Select category

* Form

Report it

* Category

- Select -

Create user

☐ Yes ☒ No

Edit service request after creation

No

Cancel

Create service request

Email Centre

Channel Shift & Transformation Tool Kit

Send email

CloseSend

sr@itouchvision.com

- Select Template -

To

Thank you for using My council services

> Add attachment

Dear ,

Thank you for using My Council Services platform. Feel free to email on support@itouchvision.com for any further queries.

, , "

17-06-2015



Live Demo
Email Centre

Telephony

Channel Shift & Transformation Tool Kit

- Make & Receive calls
- Answer calls on any device
- Auto lookup of callers against the platform
- Capture data entry on the phone
- Complete questions and answers via phone
- Record sound and attach to SR
- Create custom IVR
- Add new phone numbers
- Create call centre fail over
- Outsource out of hours calls



Integration

Channel Shift & Transformation Tool Kit





Other PBX



Call Answering

Channel Shift & Transformation Tool Kit



[Overview](#)[Dashboard](#)[Service desk](#)[Contact centre](#)[Case management](#)[Community](#)[Communication](#)[Tasks](#)[Asset centre](#)[Analytics](#)[Administration](#)

[Contact centre](#)[Email centre](#)[Social Media](#)

Thank You For Calling iTouchVision, How May I Help You?

Customer

Reset

Actions >


* Contact

Reference number

Search

>

Knowledge search

Wed, 24 Jun 2015, 13:34 BST

Call recording

Channel Shift & Transformation Tool Kit

- Calls are saved against the SR for the citizen to access

HomeTechnical supportiTouch VisionUser detailsMore

Service request detailBack

Service request #305527

CategoryTest - Fraud

AgencyWiltshire Council

Priority-

Incident date-

Submission date29-MAY-2015 14:50:01

Status? Under investigation

Show All

Information

Evidence

Notes




> Information

□ EvidenceAdd Evidence

Evidence gallery

No image(s) found.

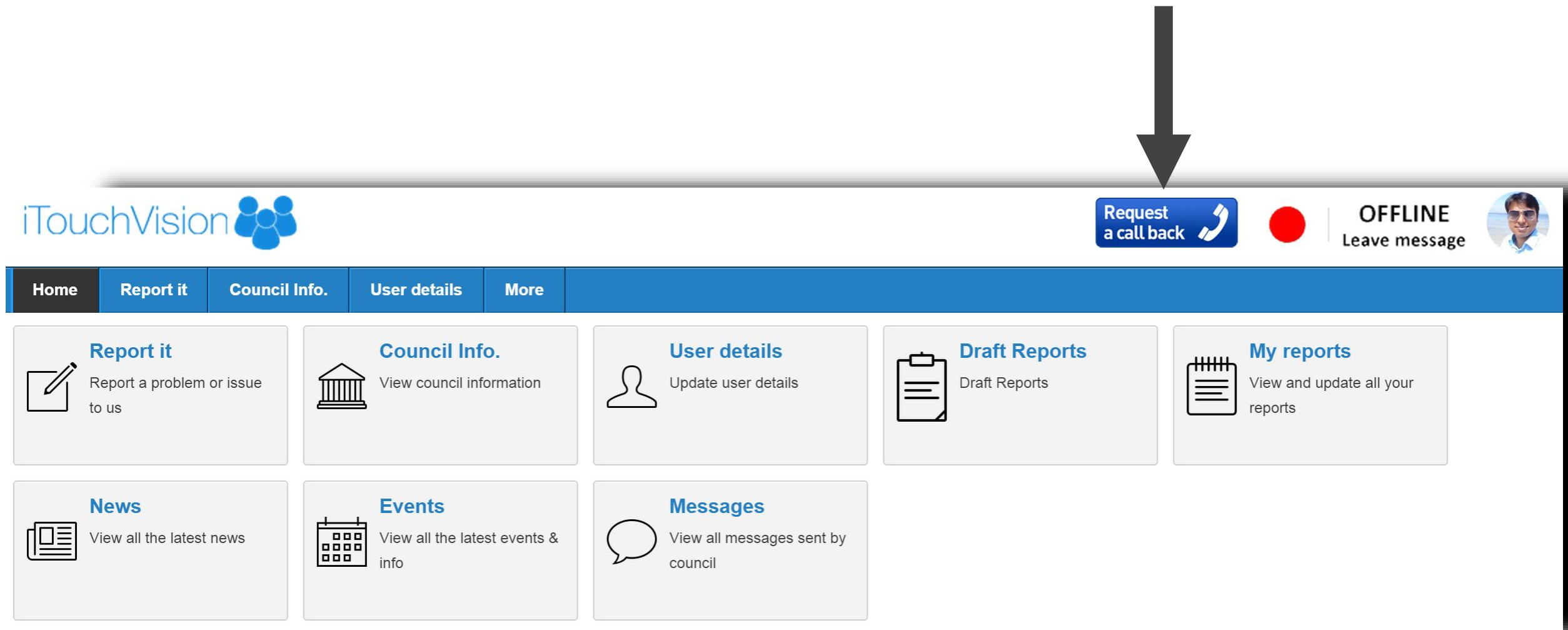
Other files

	Name	Size	Added by	Date added
	call_recording_132fb84c4a9971f2863731de4f91bf6.wav	1,721KB	SYSTEM	16-JUN-2015 00:03:54
	call_recording_132fb84c4a9971f2863731de4f91bf6.wav	1,721KB	SYSTEM	16-JUN-2015 00:05:48
	Test_call_recording_132fb84c4a9971f2863731de4f91bf6.wav	1,721KB	SYSTEM	17-JUN-2015 13:33:04




Request a Call back

Channel Shift & Transformation Tool Kit





Request a Call back


Channel Shift & Transformation Tool Kit



[Home](#) [Report it](#) [Council](#)

**Report it**
Report a problem or issue to us

**News**
View all the latest news



Request a Call Back

If you would like us to call you back, enter your name and telephone number and then select the best time for us to call you

Your name:


Your email address: (optional)

What number shall we call you on?

When would you like the Call Back?

[Request a call back](#)

OFFLINE
Leave message



orts

update all your

29



Demo
Telephony

Thank You For Calling iTouchVision, How May I Help You?

Customer		Reset	Actions >
* Contact	<input type="text"/>	Reference number	<input type="text"/>
		Search	

> Knowledge search

Recent Updates to the Platform

Mark Eves



Platform Enhancements


































- Service Desk Enhancements
- Create Documents
- Create Outcomes
- Send and receive emails directly from the ServiceDesk
- QR Codes



Service Desk | Workbench

Improved look and feel

- New Simpler interface

Overview	Dashboard	Service desk	Contact centre	Case management	Community	Communication	Tasks	Asset centre	Analytics	Administration	
<div><div><div><div><div><div></div><div>Search service request</div></div><div><div></div><div>Filter</div></div><div><div></div><div>Search</div></div><div><div></div><div>Reset</div></div></div><div><div></div><div>Actions ></div></div><div><div></div><div>Bulk allocate</div></div><div><div></div><div>Create service request</div></div></div></div></div>											
Report view											
Photo	Service request #	Actions	Category	Submit time	Status	Priority	Customer	Incident location	Device		
	122720	   	Abandoned Vehicle	11-JUN-2015 18:40:54	 Scheduled	-	Sir Sohilkumar Bhavsar	No location available.	Website		
	122717	   	Abandoned Vehicle	11-JUN-2015 13:01:18	 Scheduled	-	Sir Sohilkumar Bhavsar	No location available.	Website		
	122706	   	Fly Tipping	08-JUN-2015 13:38:19	 Open	 Low	Mr. Gary Wilcox	London E18 1BD, UK	Website		
	122705	   	Park Areas	08-JUN-2015 13:34:09	 Open	 Low	Mr. Test Test	32 Loxford Lane, Ilford, Greater London IG1 2PJ, UK	iPhone		
	122704	   	Park Areas	08-JUN-2015 10:32:11	 Open	 Medium	Mr. Test Test	34 Loxford Lane, Ilford, Greater London IG1 2PJ, UK	iPhone		

Service Desk | Details

Improved look and feel

- All on one page design

Service request # 122705 Report it - Park Areas

Back

Submission time:08-JUN-2015 13:34

Incident date:08-JUN-2015

Status:

i

Open

Priority:Low

Show All

Information

Customer details

Linked

Evidence

Location

Interaction

Owner

Tasks

Notes

Outcomes

History

Information

Edit information

Question	Answer
Sub category	Damaged or defaced items
Please provide any information about the Park incident that you feel is relevant.	Vandalism in the kiddies play area

row(s) 1 - 2 of 2

Customer details

Person details

Contact detail	Other information	Address detail
Name Mr. Test Test	Registration date 03-Aug-2013 17:23	Address 6-8 Bonhill St
Email mobile.worker@itv.com	Last login 12-Jun-2015 07:34	City -
Mobile 123456	Device iPhone	Post code EC2A 4BX
Home phone 123456	Total case 318	Region England

Update status

Create case

Share

Send email

Send SMS

Nearby service request

Create document

Related service requests

[Link](#)

87353 - Dead Animal (jane scott)

[Link](#)

122411 - Missed Bin Collection (iTouch Anonymous)

[Link](#)

121521 - Abandoned Vehicle (Test Test)

[Link](#)

74872 - Fly Tipping (mobile worker)

[Link](#)

93680 - Dog Fouling (phil scott)

Service Desk | Details

Improved look and feel

- Create documents from templates.
- Manage Outcomes
- Full Audit History
- Send and receive emails directly from the ServiceDesk

▼ Evidence

Send evidence

+

>

Image gallery

▼ Owner

Update owner

>

Type	Contact	Comments
Individual	Mr. Test Test (mobile.worker@itv.com)	-

▼ Tasks

+

>

Edit	Task #	Type	Subject	Status	Priority	Owner	Progress	Date added	Due Date	Enabled	Description
	130043	Work order	Please inspect and asses	Closed		Mr. Test Test (mobile.worker@itv.com)	100%	08-JUN-2015 13:43:57	-	Yes	-

row(s) 1 - 1 of 1

▼ Notes

+

>

No note(s) submitted.

▼ Outcomes

+

>

No outcomes found.

▼ History

June	8	New task Please inspect and asses added. User: mobile.worker@itv.com Date & Time: 08-jun-2015 13:43:57
	8	Owner changed. User: mobile.worker@itv.com Date & Time: 08-jun-2015 13:41:46
	8	Service request mail has been sent. User: system Date & Time: 08-jun-2015 13:34:10
	8	Initial status. User: system Date & Time: 08-jun-2015 13:34:10

QR Code to Service Request

Improved look and feel

QR Code details

Back

Delete

Apply Changes

* Form

Report it

* Category

Street Light

* Enabled

☒ Yes ☐ No

Success message text

Your report has been submitted. Your service request number is #REPORT_ID#.

Question/Answers







Define Question/Answer

Delete

1 - 7

QR Code to Service Request

Improved look and feel

QR Codes							Create
Edit	QR code	Form	Category	Enabled	Created by	Created on	
		Report it	Report it - Street Light	Yes	mark.eves@itouchvision.com	12 May 2015 17:24	
		Report it	Report it - Missed Bin Collection	Yes	mark.eves@itouchvision.com	12 May 2015 17:14	
		Report it	Report it - Abandoned Vehicle	Yes	sohil.bhavsar@itouchvision.com	10 May 2015 07:34	

1 - 3



Demo
QR Codes

Calculative Fields

eForms enhancement

The screenshot displays the eForms configuration interface. On the left is a tree view showing the hierarchy of the form. The 'Licence details' folder is expanded, showing 'REGIONS' and 'Details of Applicants'. Under 'Details of Applicants', the 'ITEMS' folder is expanded, showing various fields. The 'Detail of Application' folder is also expanded, showing its own 'ITEMS' folder. The 'End date of licence' item is highlighted in the tree view.

The right panel shows the configuration for the selected item, 'End date of licence'. It is divided into two sections: 'Name' and 'Attributes'.

Name Section:

- Region: Detail of Application
- * Label: End date of licence
- * Code: P_LIC_END_DATE
- * Access level: ☐ Public ☒ Registered ☒ Admin
- * Enabled: ☒ Yes ☐ No
- Description: (empty text area)

Attributes Section:

- * Item Type: Hidden
- * Type: ☒ eForm ☐ Integration
- * Show in summary: ☒ Yes ☐ No
- Source/Default value: `=TO_CHAR(TO_DATE('{P_LIC_START_DATE}','DD-MM-YYYY')+28,'DD-MM-YYYY')`
`=(CASE WHEN (TO_DATE('{P_LIC_START_DATE}','DD-MM-YYYY') - TO_DATE('#CURRENT_DATE#','DD-MM-YYYY')) > 3 THEN 45 ELSE 55 END)`
- * Calculation point: ☐ On Load ☒ On Save

Calculative Fields

eForms enhancement

Detail of Application

Please select the start date of the application.

One licence per site is required and the licence fee payable is as follows:

- For a licence where the advanced notice period is more than three days before the start date a payment of £45 is required,
- For a licence where the advanced notice period is less than three days of the start date a payment of £55 is required.

Start date of licence

19-06-2015



+ Add files...

ⓘ Start upload

Please upload your Public Liability insurance documentation


Selected/Uploaded evidence files

Preview	Filename	Action	Size(KB)
---------	----------	--------	----------

Calculative Fields

eForms enhancement

Details



Service request# 92417


Category: Materials on Road Application form

Customer Mr. Jaydip Bosamiya

Incident date:

* Agency

Information




Question	Answer
Terms and Conditions	I agree
Applicants name	Jaydip Bosamiya
Applicants address	A1/94, Goyal IntercityNr. SAL HospitalAhmedabad380052
Is the developer the same as the applicant?	No
Please confirm the developer's name	test
Please confirm the developer's address	test
Start date of licence	19-06-2015
End date of licence	17-07-2015
Amount	55

1 - 9

Send immediate response

New feature




Category Customer Type of FOI request **Confirmation**

Thank You For Calling the Helpdesk, have a good day


< Cancel Save Submit **Submit & Send response**

Show All Details **Information**

Details

 Case # 122736
Category: Freedom Of Information Request
Customer Mr. Jack Russel ([Edit](#))
Incident date:
*** Agency** Redbridge Borough Council ▼

Information




Question	Answer
What typ of information is being requested?	Environmental information
Check that this FOI request is not information that is already publicly available	Yes
How was this FOI application submitted?	Fax

Send immediate response | Templates

New feature

E-Mail template detail

BackDeleteApply changes



* Name

disturbed by noise

* Enabled

☒ Yes ☐ No

Subject

Disturbed by noise

* Body

#CURRENT_TIME#

#CURRENT_DATE#

#ADDR1#

#ADDR2#

#USER_CITY#

#POSTCODE#

#REPORT_CATEGORY#

Neighbour's Name and Address

Dear Neighbour #FIRST_NAME# #LAST_NAME#

This is a friendly note to make you aware that I am being disturbed by noise from your property [state address]. The noise that disturbs me/us/my family is [describe noise that affects you]. You may not realise it, but the noise is affecting the enjoyment of my/our home,

Please do not take this personally. I just wanted to let you know how your noise is affecting me/us and politely request that you [detail what you would like them to do i.e. turn the music down].

Please don't hesitate to contact me if you would like to discuss this face-to-face [delete this option if not appropriate].

#REPORT_INFORMATION#

I look forward to your co-operation.

Yours sincerely

body p

Description

Dynamic fields

Code	Name
#FIRST_NAME#	User First Name
#LAST_NAME#	User Last Name
#EMAIL#	User Email
#MOBILE#	User Mobile Number
#PHONE#	User Home Number
#ADDR1#	User Address Line 1
#ADDR2#	User Address Line 2
#USER_CITY#	User City
#POSTCODE#	User Pincode
#USER_STATE#	User State
#USER_COUNTRY#	User Country
#REGION_ID#	User region
#ORGANIZATION_ID#	User organization
#CURRENT_TIME#	Current time
#CURRENT_DATE#	Current date

row(s) 1 - 15 of 38Next >

Send immediate response | Merge

New feature

Send response

Send

Send response

☒ By E-Mail ☐ By SMS

Template

disturbed by noise

Email

paul.thomson@itouchtest.com

Subject

Disturbed by noise

Body

09:50

15-JUN-2015

147 Woodlands Avenue

Ruislip

4 9QX

Noise / Light Nuisance

Neighbour's Name and Address

Dear Neighbour Paul Thomson

This is a friendly note to make you aware that I am being disturbed by noise from your property [state address]. The noise that disturbs me/us/my family is [describe noise that affects you]. You may not realise it, but the noise is affecting the enjoyment of my/our home,

Please do not take this personally. I just wanted to let you know how your noise is affecting me/us and politely request that you [detail what you would like them to do i.e. turn the music down].

Please don't hesitate to contact me if you would like to discuss this face-to-face [delete this option if not appropriate].

• Type of case to be created - Noisy residential neighbour

I look forward to your co-operation.

Yours sincerely

#CURRENT_TIME#

#CURRENT_DATE#

#ADDR1#

#ADDR2#

#USER_CITY#

#POSTCODE#

#REPORT_CATEGORY#

Neighbour's Name and Address

Dear Neighbour #FIRST_NAME# #LAST_NAME#

This is a friendly note to make you aware that I am being disturbed by noise from your property [state address]. The noise that disturbs me/us/my family is [describe noise that affects you]. You may not realise it, but the noise is affecting the enjoyment of my/our home,

Please do not take this personally. I just wanted to let you know how your noise is affecting me/us and politely request that you [detail what you would like them to do i.e. turn the music down].

Please don't hesitate to contact me if you would like to discuss this face-to-face [delete this option if not appropriate].

#REPORT_INFORMATION#

I look forward to your co-operation.

Yours sincerely

body p

Case Management | Workbench

New module

Case management							
<div><div><div><div><div></div><div>Search case</div></div><div><div></div></div></div><div>Display 15</div><div>Filter</div><div>Search</div><div>Reset</div><div>Bulk update</div><div>Create case</div></div></div>							
Case							
Case #	Category	Submit time	Case date	Status	Priority	Person	Summary
122738	Noise / Light Nuisance	15-JUN-2015 10:50:19	-	<div><div>i</div><div>Open</div></div>	-	Dr. Paul Thomson	-
122737	Noise / Light Nuisance	15-JUN-2015 10:43:17	-	<div><div>i</div><div>Open</div></div>	-	Mr. John Pearce	-
122736	Freedom Of Information Request	15-JUN-2015 10:41:50	-	<div><div>i</div><div>Open</div></div>	-	Mr. Jack Russel	-
							row(s) 1 - 3 of 3

Case Management

Overview

- Manage longer term issues from 1 week to 1 year.
- Coordinate people and give them a role for each case
- Collate all documents and notes.
- Capture case management eForms
- Link service requests
- Works with Mobile Worker app



Case Management | Details

New module

Case # 122738

BackSave summary

Category:Case Management Forms - Noise / Light NuisanceStatus:Open

Case date:Submit time:15-JUN-2015 10:50

Summary

Show AllInformationPrimary contactLinkedDocumentsInteractionContactsTasksNotesLinks

OutcomesHistory

InformationEdit information

Question	Answer
Type of case to be created	Noisy residential neighbour

row(s) 1 - 1 of 1

Primary contactPerson detailsChange primary contact

Contact detail	Other information	Address detail
Name Dr. Paul Thomson	Registration date 09-Feb-2011 05:56	Address 147 Woodlands Avenue
Email paul.thomson@itouchtest.com	Last login-	City Ruislip
Mobile 44201234	Device Other	Post code 4 9QX
Home phone-	Total case 9	Region England

Update status

Send email

Send SMS

Create document

Related cases

[Link](#)121631 - Noise / Light Nuisance (Cleo Spencer)

[Link](#)122371 - Noise / Light Nuisance (Paul Thomson)

[Link](#)121270 - Freedom Of Information Request (Mary Robinson)

[Link](#)122737 - Noise / Light Nuisance (John Pearce)

[Link](#)121549 - Freedom Of Information Request (Cleo Spencer)

Other details

Created by:MARK.EVES@ITOUCHVISION.COM

Submitted from:Service request (Admin)

Usage of Case Management

Platform Enhancements

Case management is a new module which allows you to manage people.

How can Case Management be used?

- Social care
- Highways enforcement
- HR management - disciplinary, misconduct.
- Revenue & Benefits - Claims, fraud, etc.
- Complaints
- Health
- Insurance

New Profile Menu

Platform Enhancements

iTouchVision

Overview Dashboard **Service desk** Contact centre Case management Community Communication Tasks Asset centre Analytics Admin

MARK.EVES@ITOUCHVISION.COM

Language [English]

Status

Available

Busy

Away

Offline

Change password











Logout

Actions

Service request #

Filter

Report view

Photo	Service request #	Actions	Category	Submit time	Status	Priority	Customer	
	122848		Fly Tipping	30-JUN-2015 11:25:38	Open	Low	Mr. Gary Wilcox	London E18 2HZ, UK Website
	122847		Abandoned Vehicle	30-JUN-2015 11:21:19	Scheduled	Low	Mr. Test Test	, IG1 2NY, United Kingdom iPhone
	122844		Empty Properties	30-JUN-2015 10:19:59	Open	Low	Mr. Test Test	, IG1 2NY, United Kingdom iPhone
	122841		Abandoned Vehicle	30-JUN-2015 09:35:33	Scheduled	Low	Mr. Gary Wilcox	Ilford, Ilford, Greater London IG1 2NY, UK Website
	122838		Appeal Parking Tickets	30-JUN-2015 09:30:04	Open	Medium	Mr. Sohilkumar Bhavsar	3 Balfour Road, Ilford, Greater London IG1, UK Website

Interactions

Platform Enhancements

Community > People > Interaction



Dashboard Profile Transactions Interaction Employment

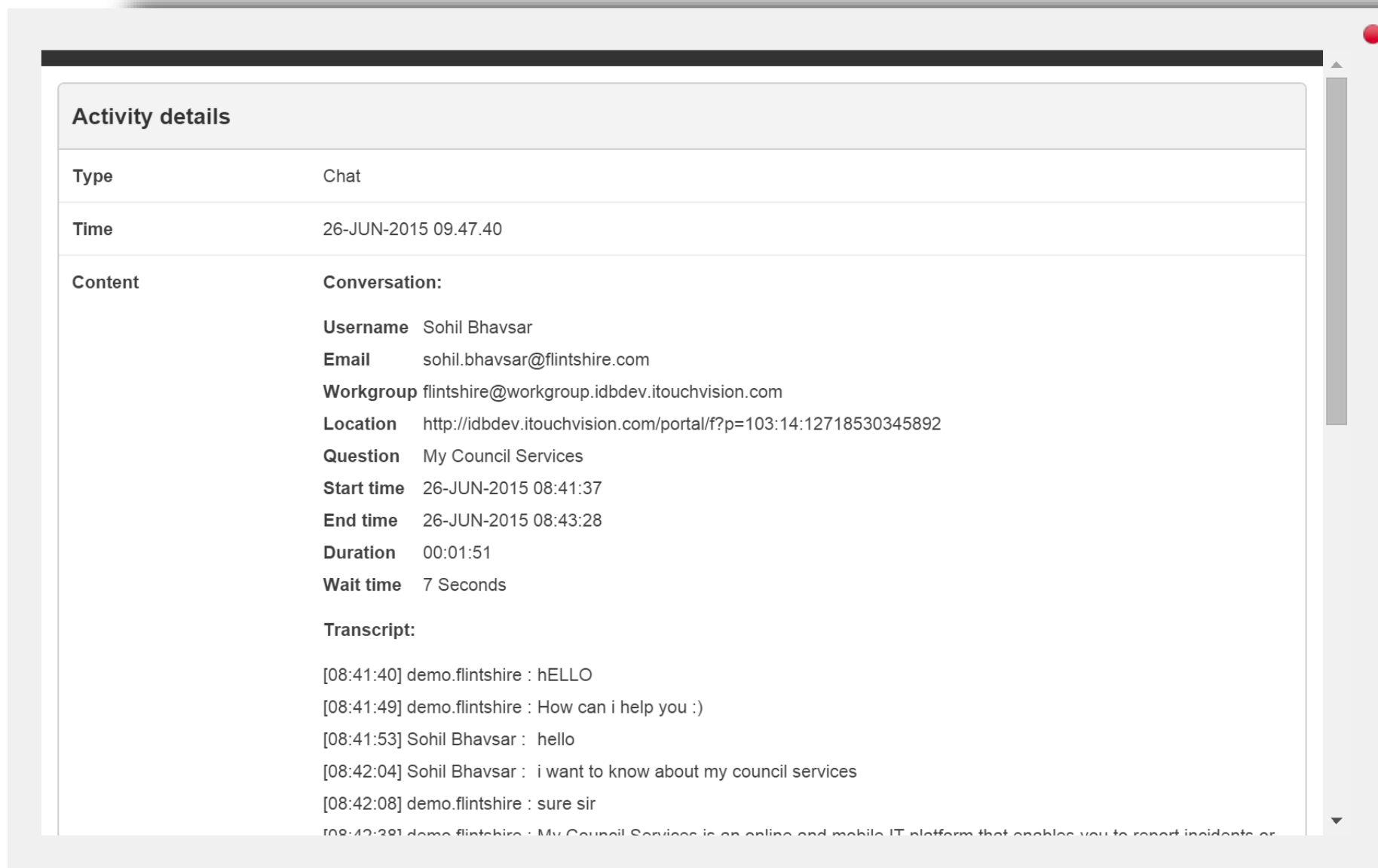
Name	Email	Username	Mobile	Device	Total service request	Creation date	Last login
Sohil Bhavsar	sohil.bhavsar@flintshire.com	-	999999	-	0	19-JUN-2015 12:33:57	26-Jun-2015 08:43

Go Rows 15 Actions

Details	Activity	Time	Interaction #	Interaction Start	Interaction End	Duration	Agent	Interaction Date
	Chat	09:47:40	1017	09:41:37	09:47:40	00:06:03	Mr. Demo Flintshire (demo@flintshire.com)	26-JUN-2015
	Chat	08:56:19	1016	08:55:59	08:56:19	00:00:20	Mr. Flintshire Customer (customerservices@flintshire.gov.uk)	26-JUN-2015
	Chat	08:50:04	1015	08:49:19	08:50:04	00:00:45	Mr. Flintshire Customer (customerservices@flintshire.gov.uk)	26-JUN-2015
	Incoming call	12:36:13	1011	12:34:59	12:37:16	00:02:17	Mr. phil scott (phil@flintshire.gov.uk)	23-JUN-2015
	Chat	12:35:56	1011	12:34:59	12:37:16	00:02:17	Mr. phil scott (phil@flintshire.gov.uk)	23-JUN-2015
	Social media	12:37:10	1011	12:34:59	12:37:16	00:02:17	Mr. phil scott (phil@flintshire.gov.uk)	23-JUN-2015
	Fax	12:37:02	1011	12:34:59	12:37:16	00:02:17	Mr. phil scott (phil@flintshire.gov.uk)	23-JUN-2015

Interactions | Detail

Platform Enhancements



The screenshot displays a web interface for viewing interaction details. It features a table with the following data:

Activity details	
Type	Chat
Time	26-JUN-2015 09.47.40
Content	<p>Conversation:</p> <p>Username Sohil Bhavsar Email sohil.bhavsar@flintshire.com Workgroup flintshire@workgroup.idbdev.itouchvision.com Location http://idbdev.itouchvision.com/portal/f?p=103:14:12718530345892 Question My Council Services Start time 26-JUN-2015 08:41:37 End time 26-JUN-2015 08:43:28 Duration 00:01:51 Wait time 7 Seconds</p> <p>Transcript:</p> <p>[08:41:40] demo.flintshire : hELLO [08:41:49] demo.flintshire : How can i help you :) [08:41:53] Sohil Bhavsar : hello [08:42:04] Sohil Bhavsar : i want to know about my council services [08:42:08] demo.flintshire : sure sir [08:42:39] demo.flintshire : My Council Services is an online and mobile IT platform that enables you to report incidents or</p>

Branding | Simple

Platform Enhancements

Theme settings

Branding colors

Apply colors

Primary

Active

List

Border

>

Advanced

Branding | Advanced

Platform Enhancements

▼ Advanced

Show All

Header

Main tabs

Sub tabs

Lists

Regions

Labels

Buttons

Footer

Header

Top bar height


5


(px)

[Default](#)

Top bar

#333







[Default](#)

Header background

#FFFFFF







[Default](#)

Logout bar background

#DEDFDA







[Default](#)

Logout bar text

#000000







[Default](#)

Main tabs

Active background

#333







[Default](#)

Active text

#FFF







[Default](#)

Border

#083C64







[Default](#)

Background

#257FC3







[Default](#)

Text

#FFF







[Default](#)

Border left

#239CEF







[Default](#)

Mouse over background

#333







[Default](#)

Mouse over text

#FFF





[Default](#)

Mobile Enhancements

- 100% Native
- Bin Collection feature
- Horizontal View
- Tiles Vs List



100% Native

Mobile enhancements



Support for bin collection web services

Mobile enhancements

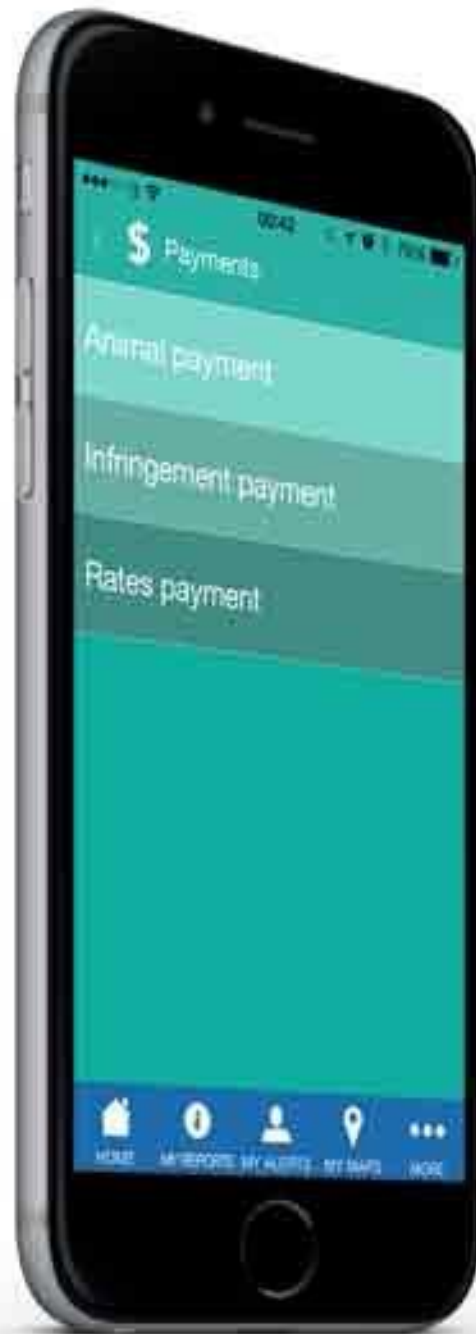
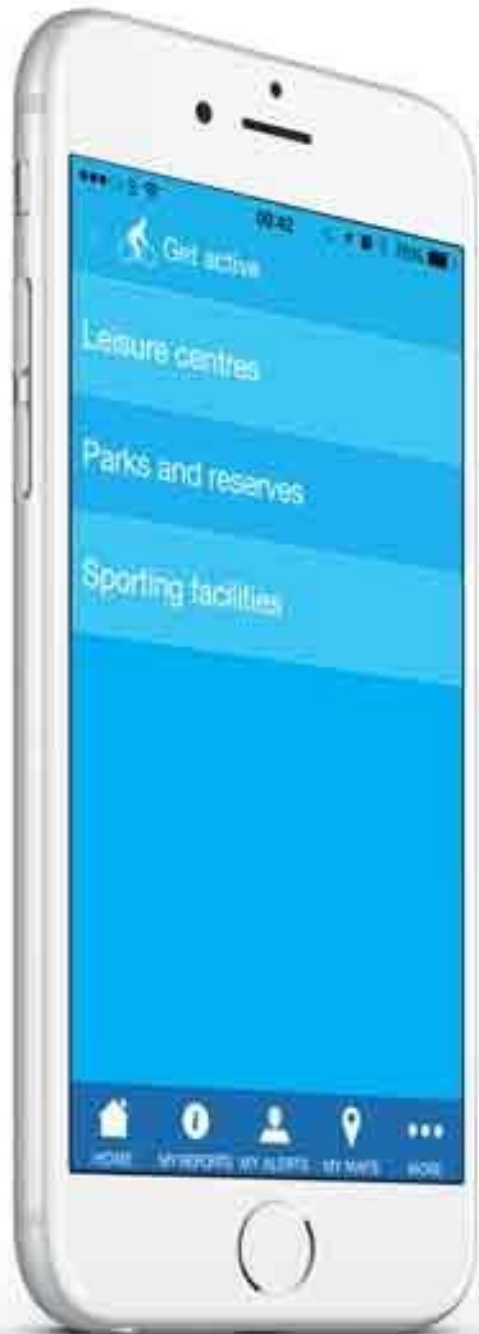
Horizontal and vertical views

Mobile enhancements



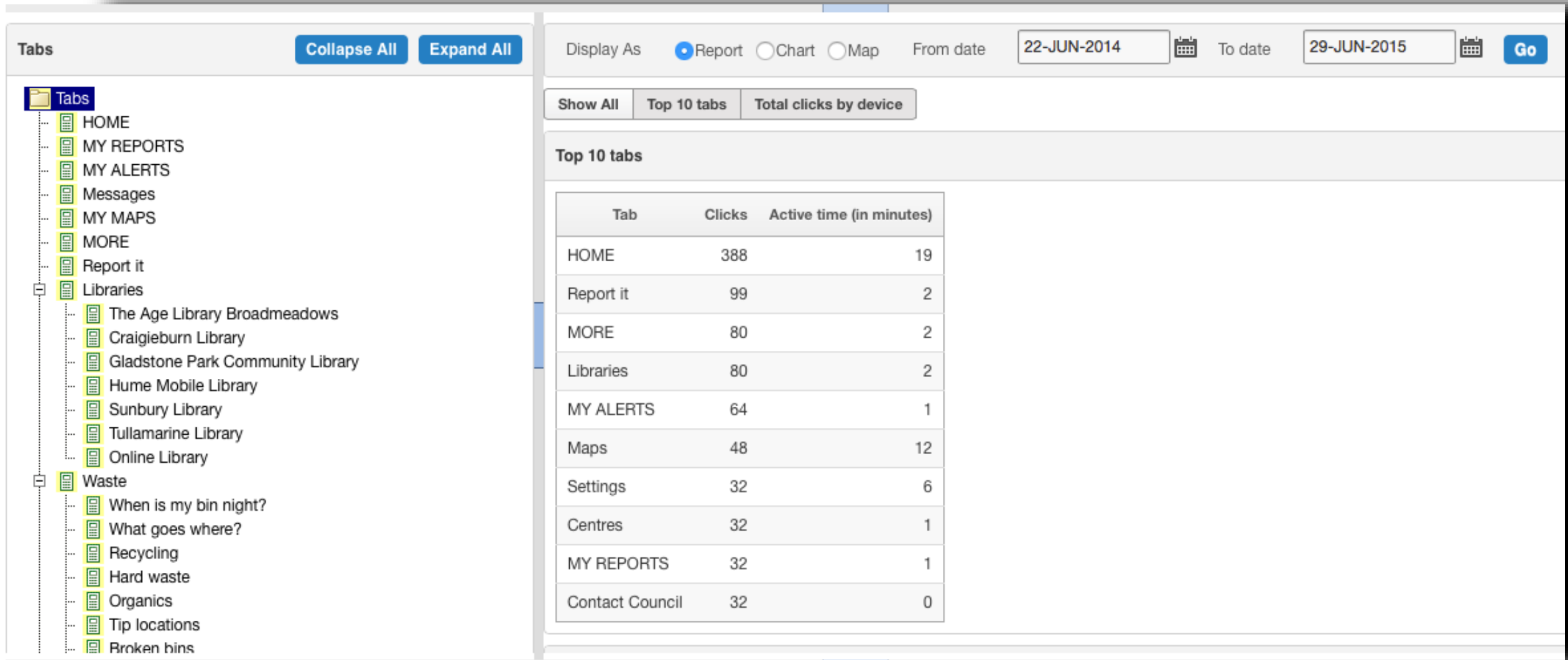
New Tiles and List design

Mobile enhancements



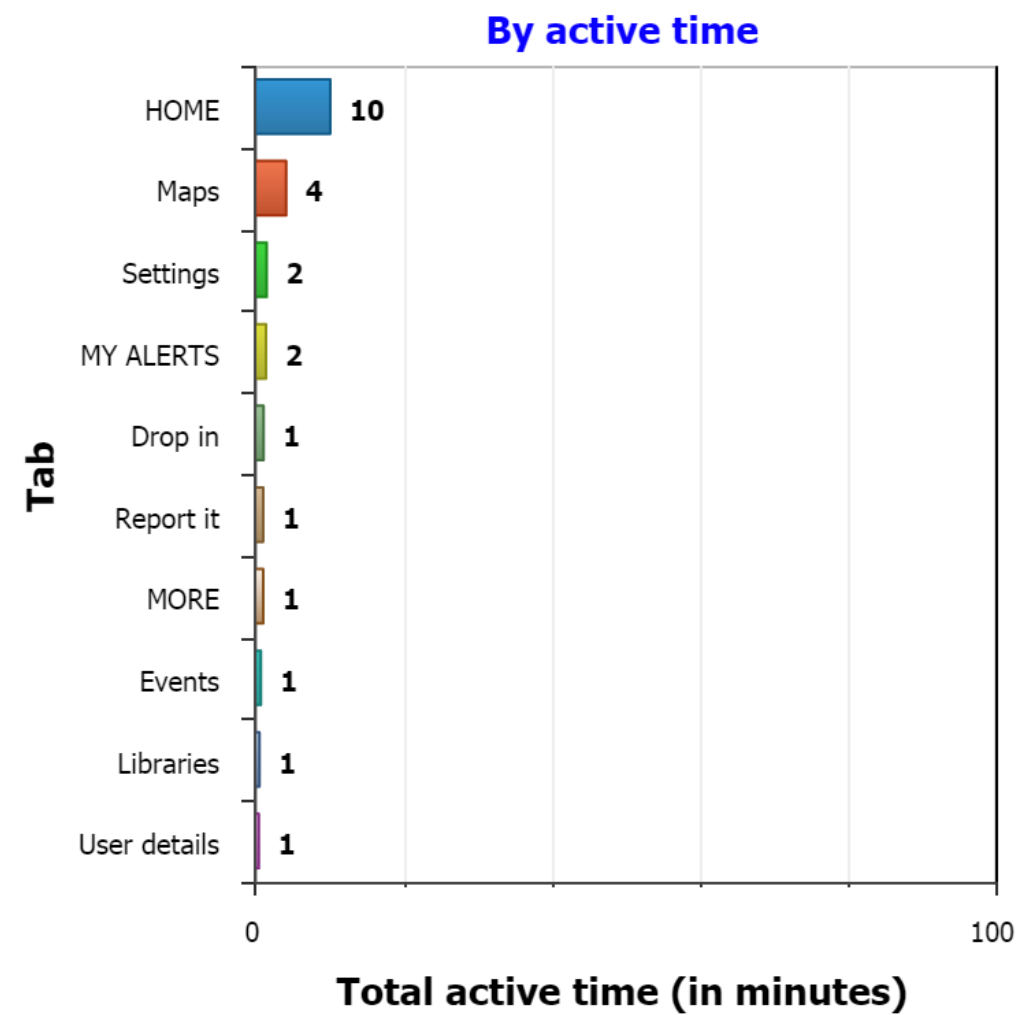
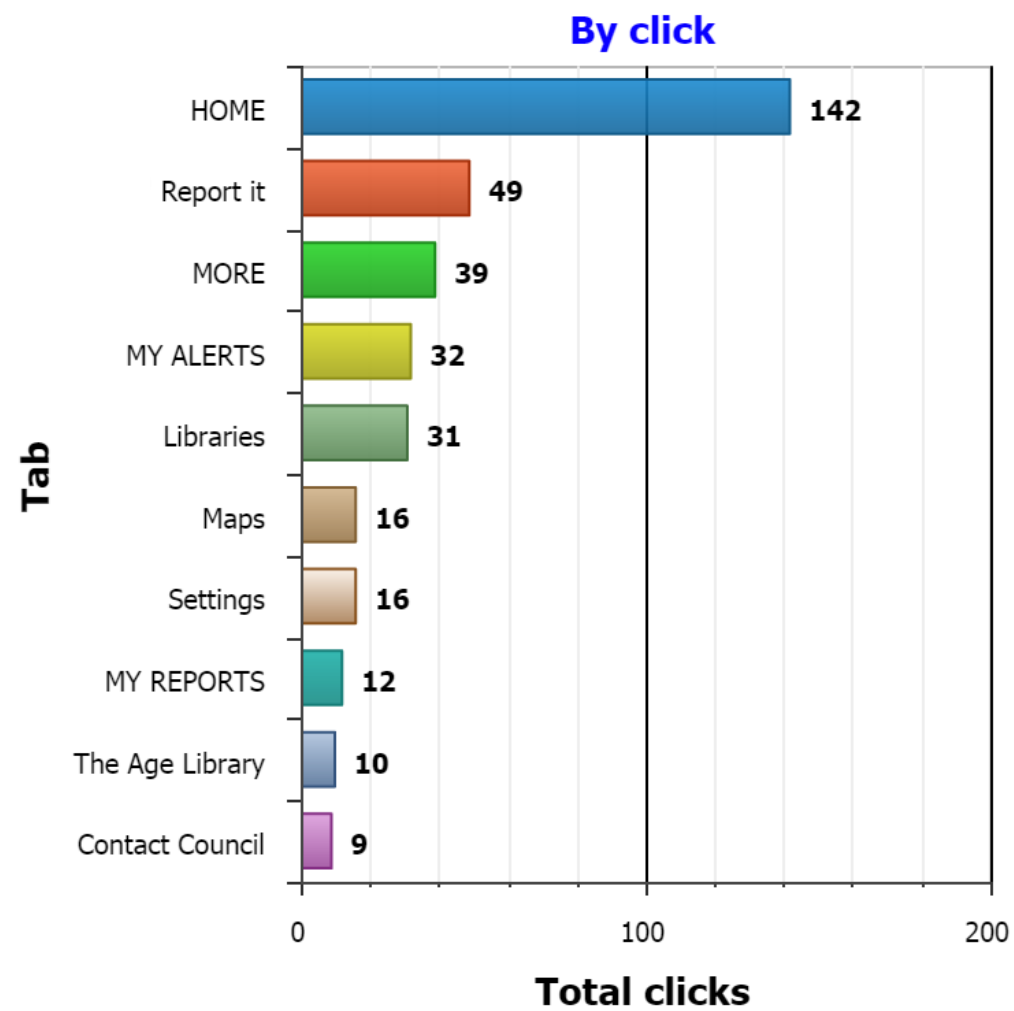
Mobile Analytics

Mobile enhancements



Mobile Analytics

Mobile enhancements



Mobile Analytics

Mobile enhancements

Total tab clicks for period

424

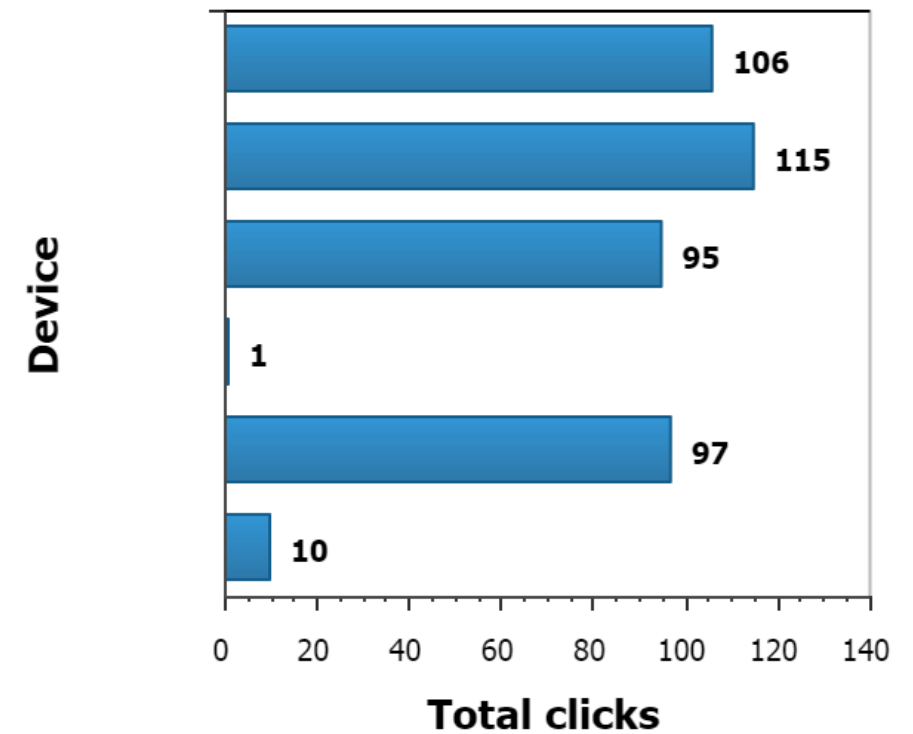
Total time spent for period (in minutes)

26

Total clicks by device

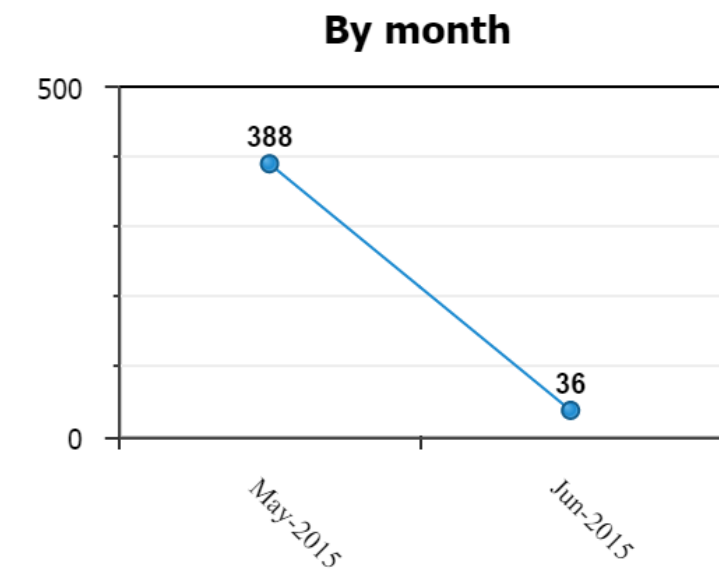
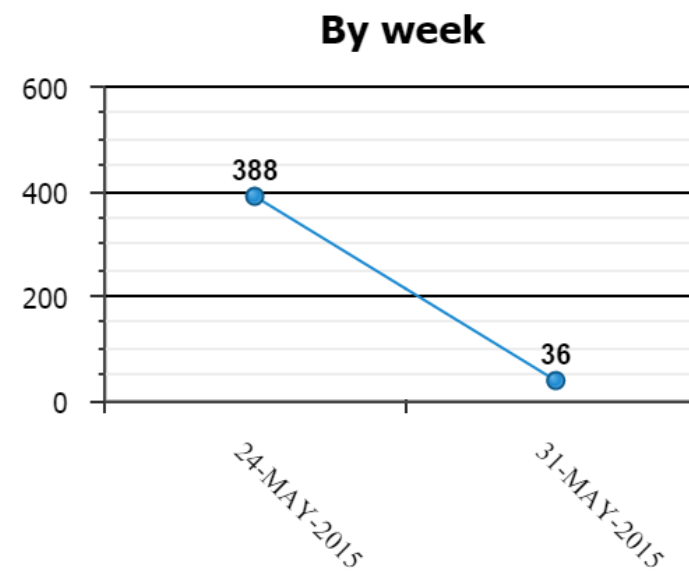
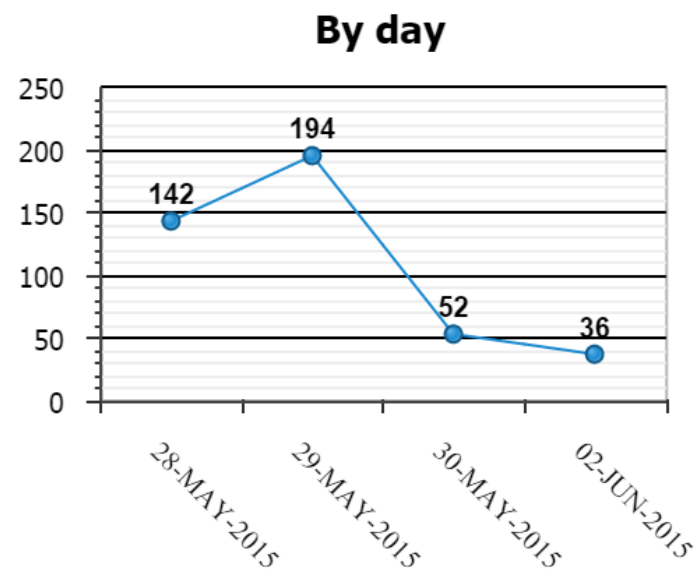


Total clicks by device



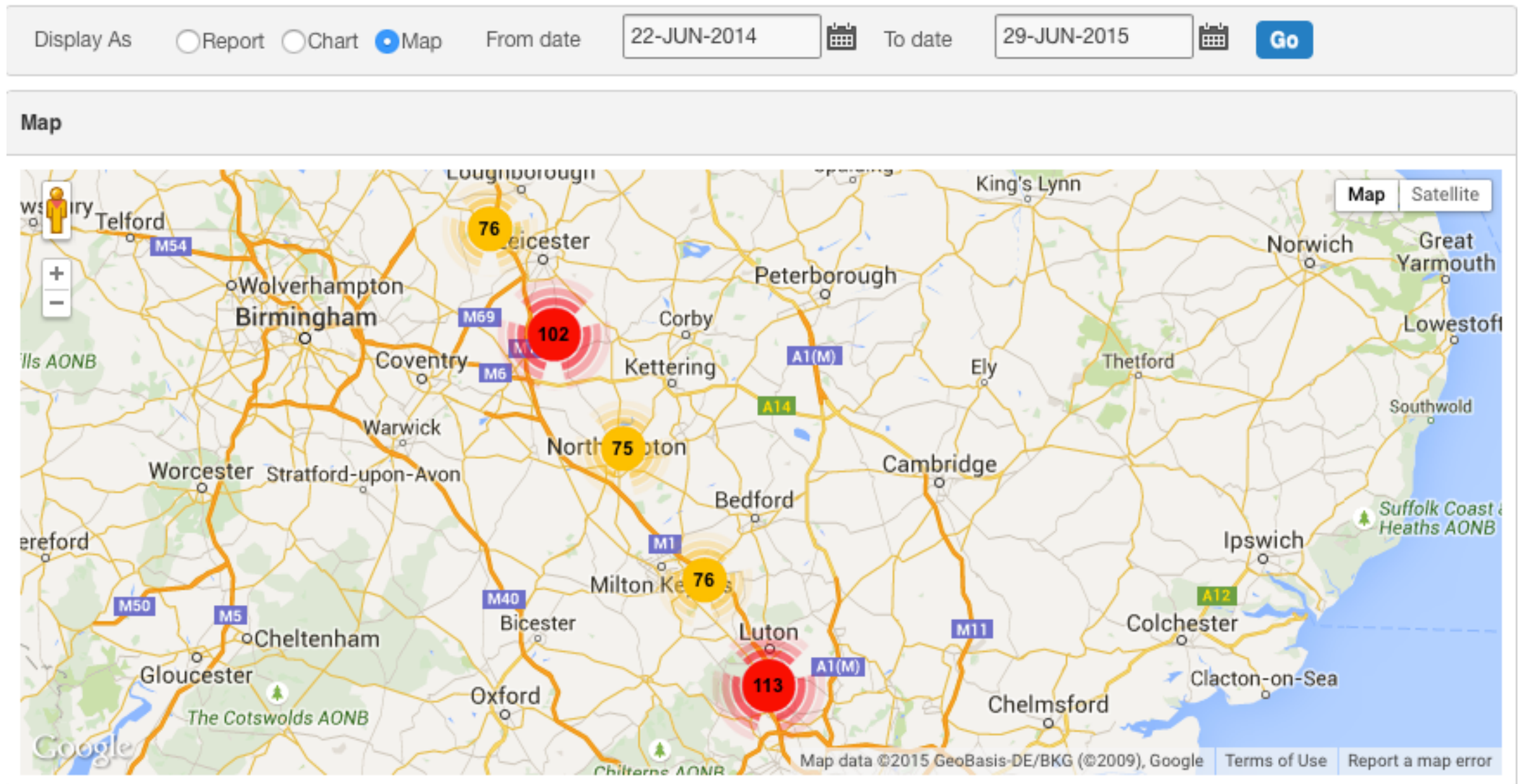
Mobile Analytics

Mobile enhancements



Mobile Analytics | Location based usage

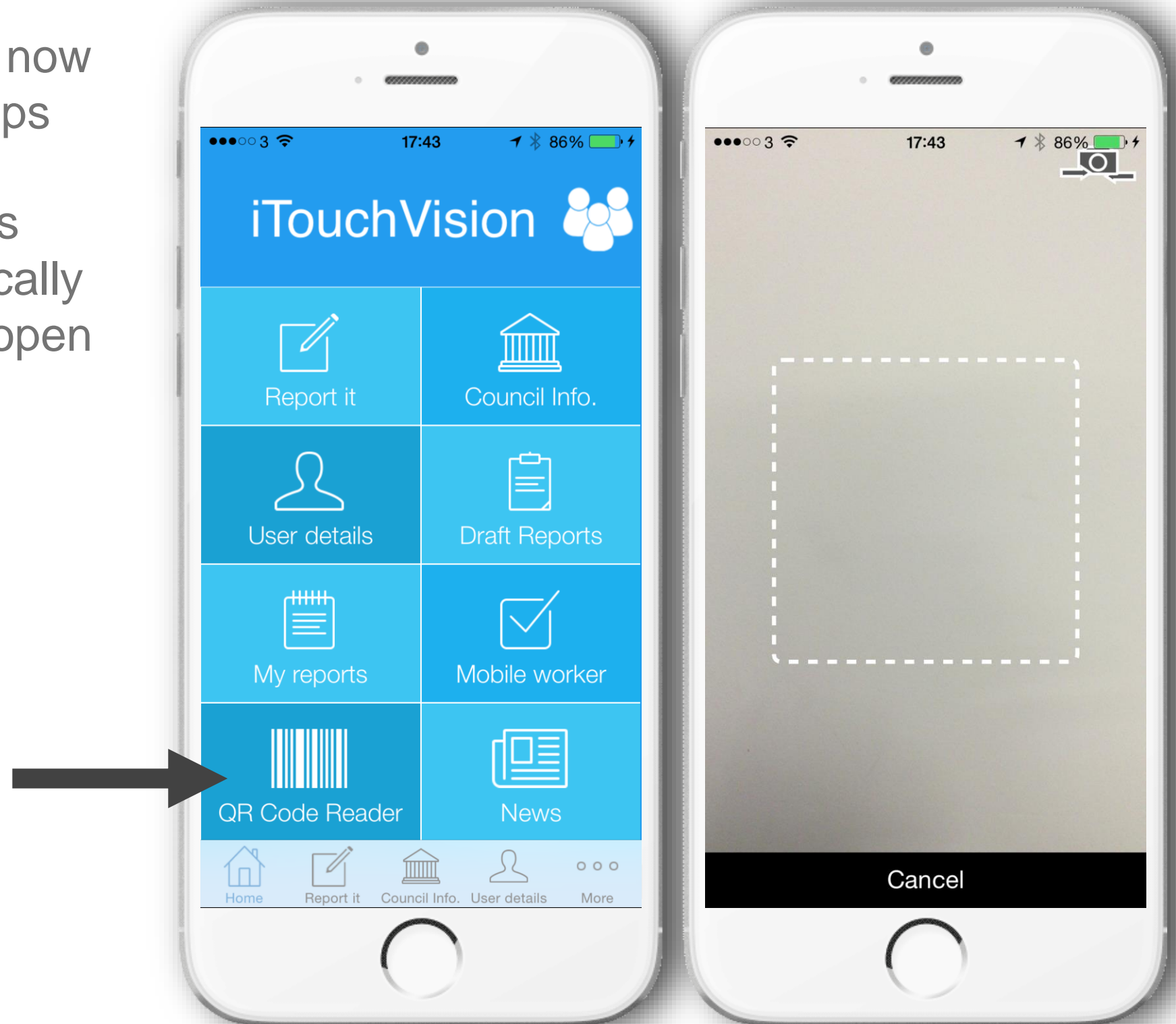
Mobile enhancements



QR Codes and Reader

Mobile enhancements

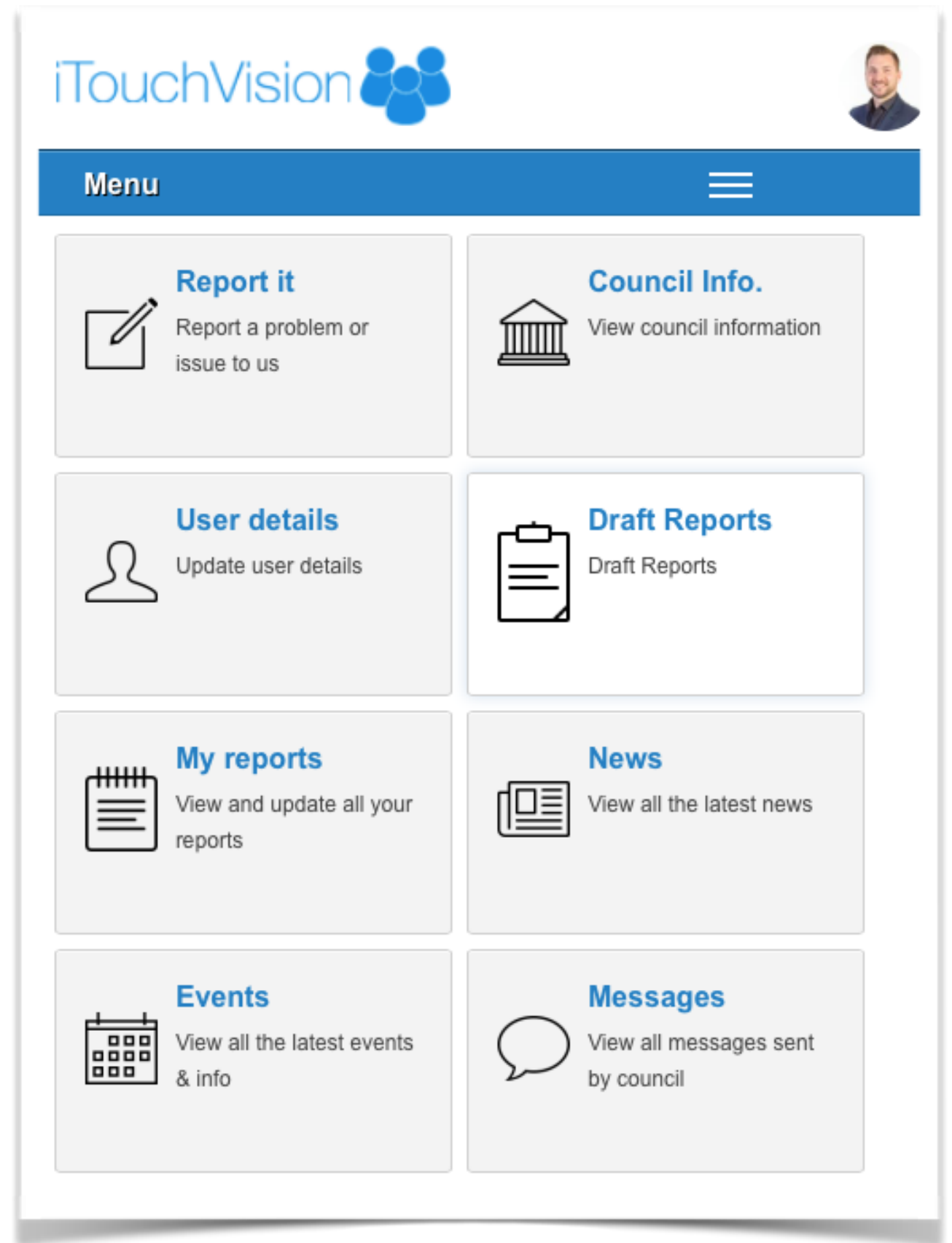
- Native QR Code reader now provided on all apple apps
- As soon as a QR code is detected it will automatically open the QR code and open the link.



Responsive design

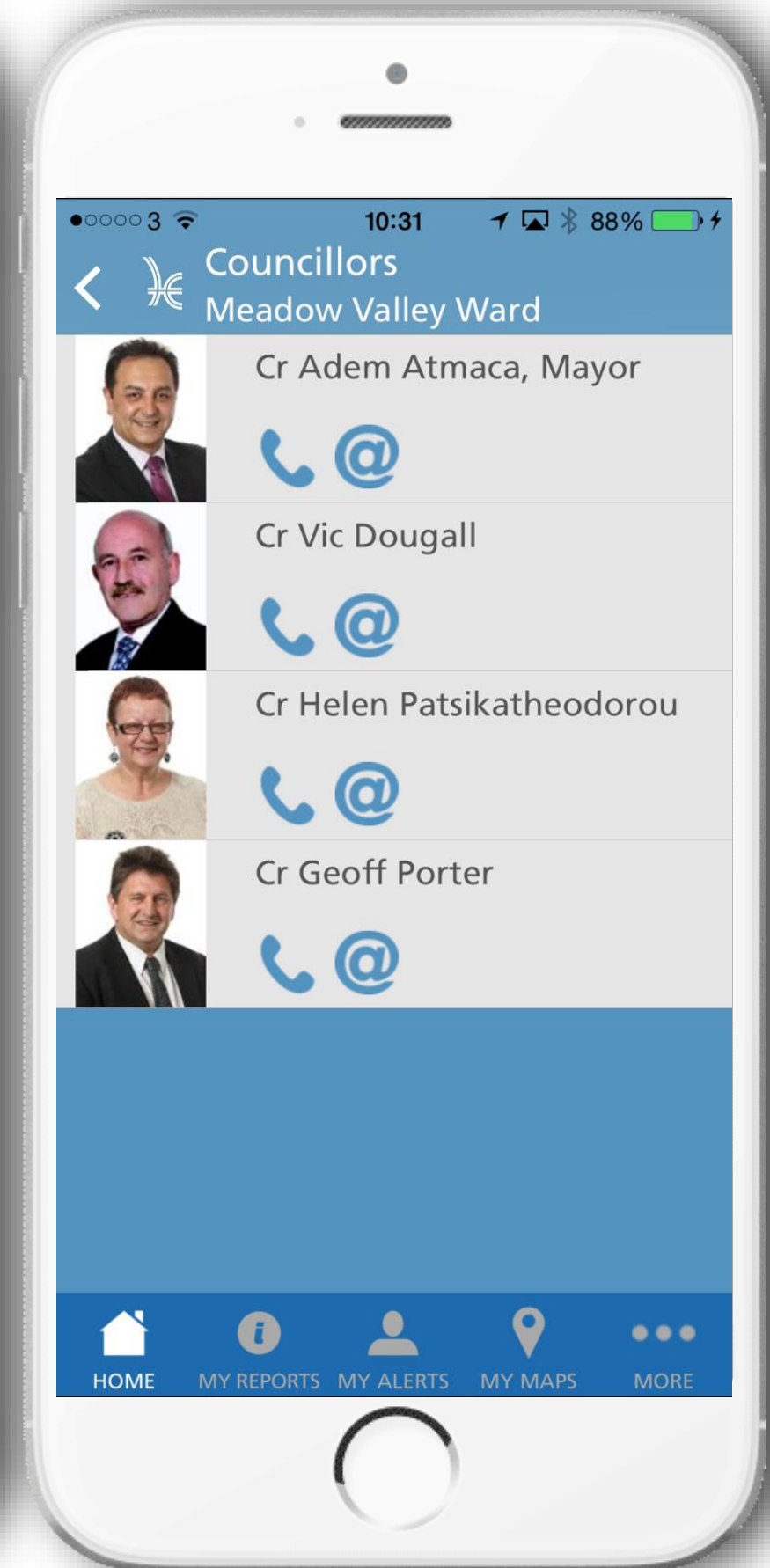
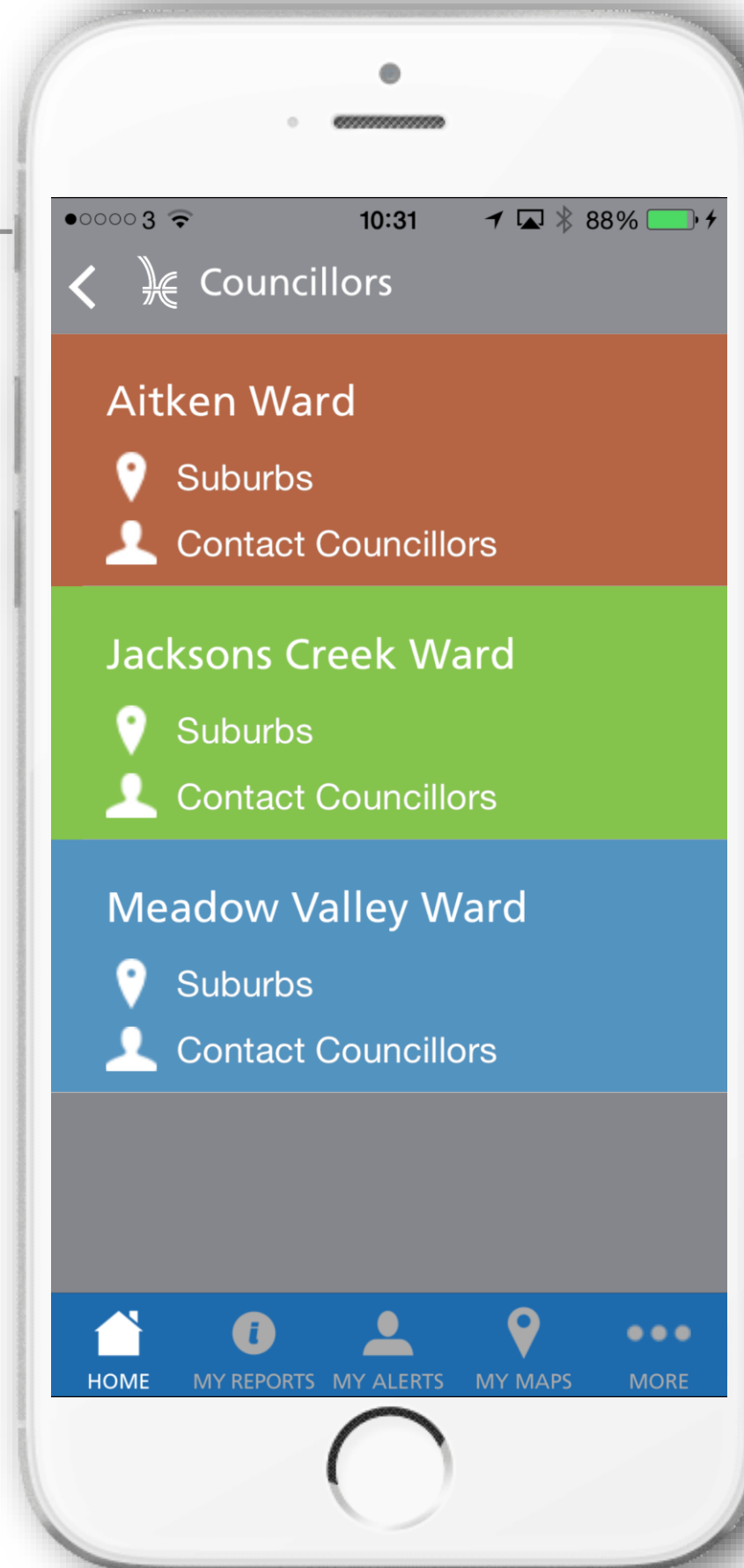
Mobile enhancements

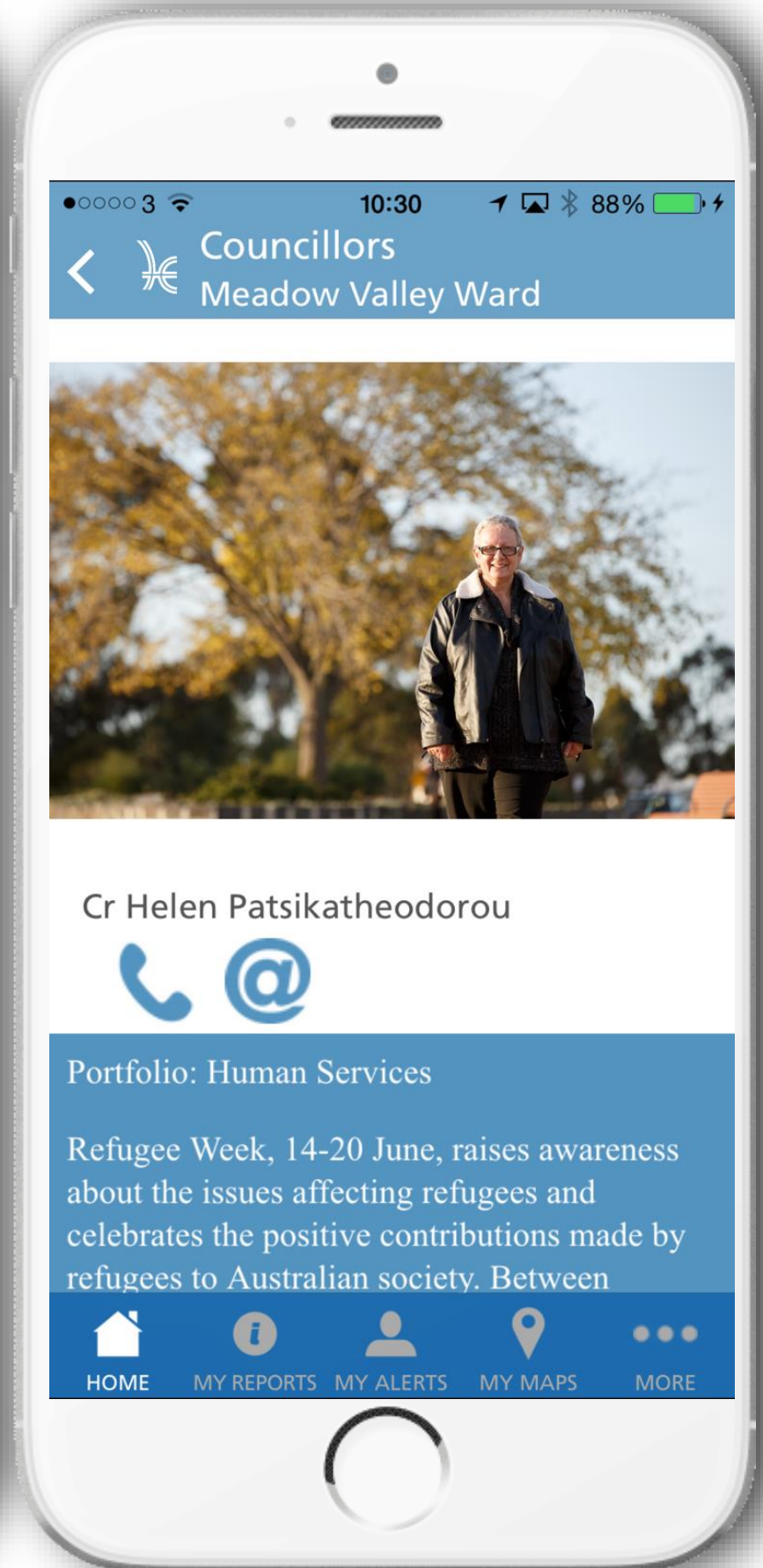
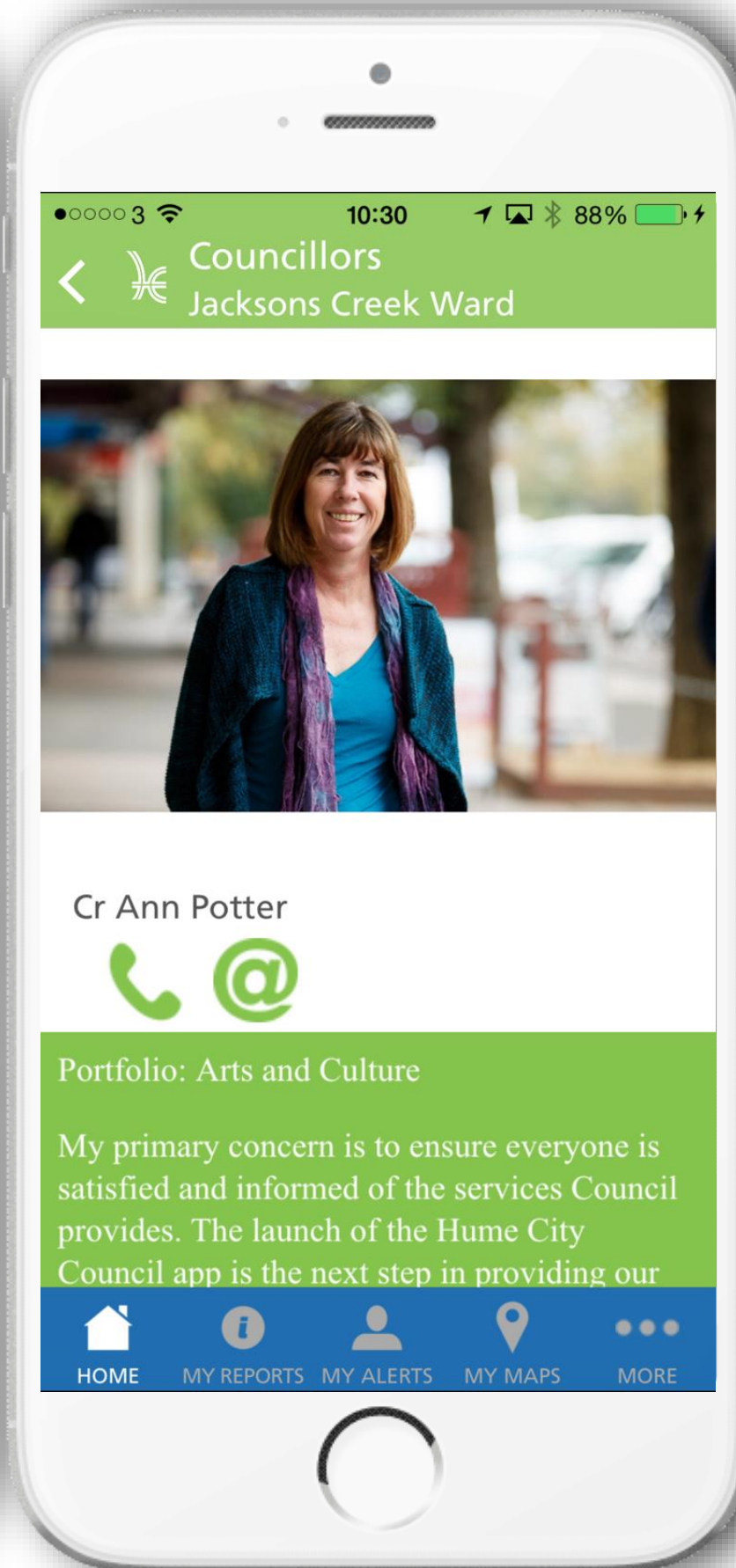
- Resizes to fit the browser type
- New profile settings
- Upload pictures
- Select location from map.
- Same view across all channels



Members

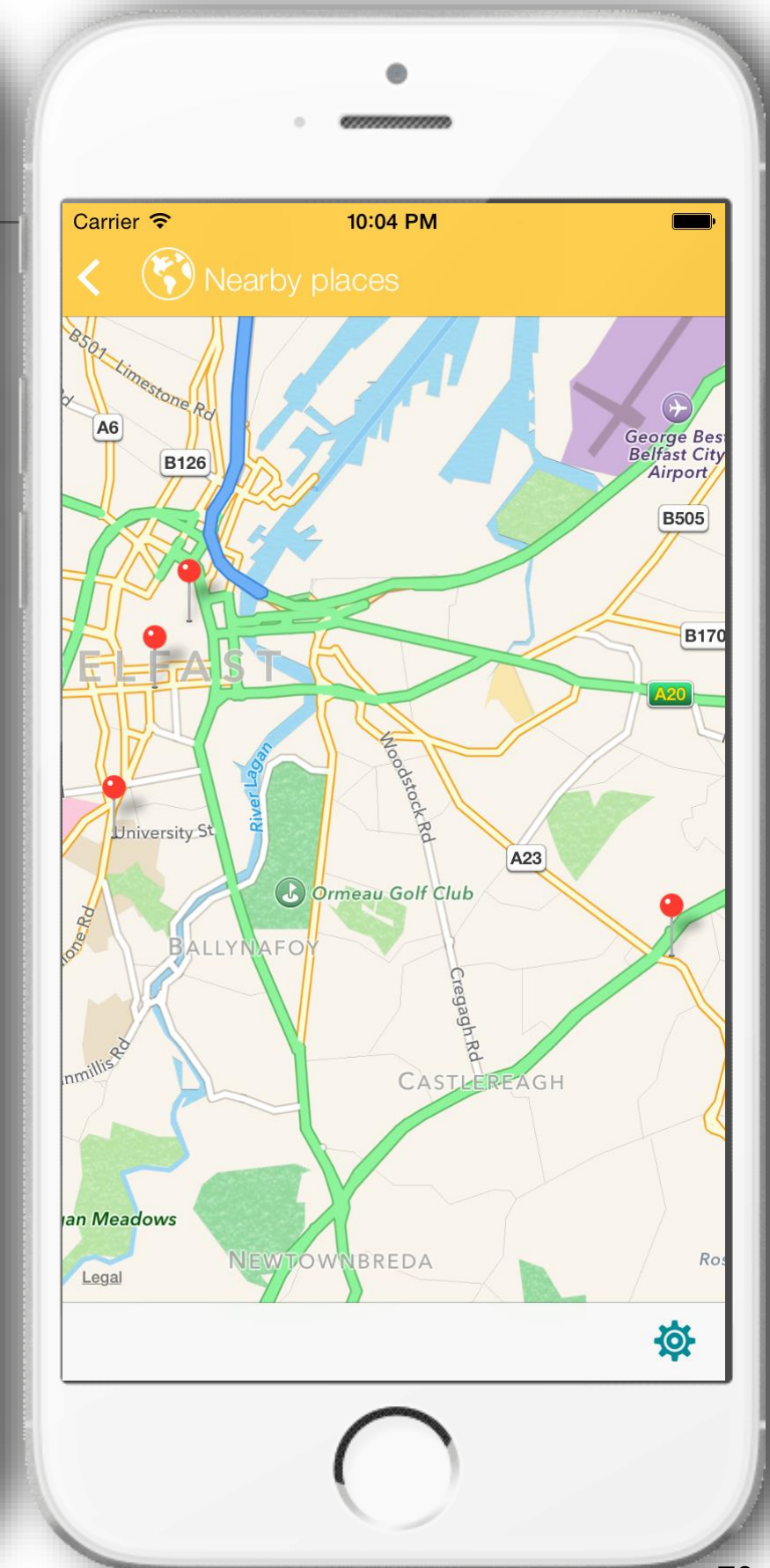
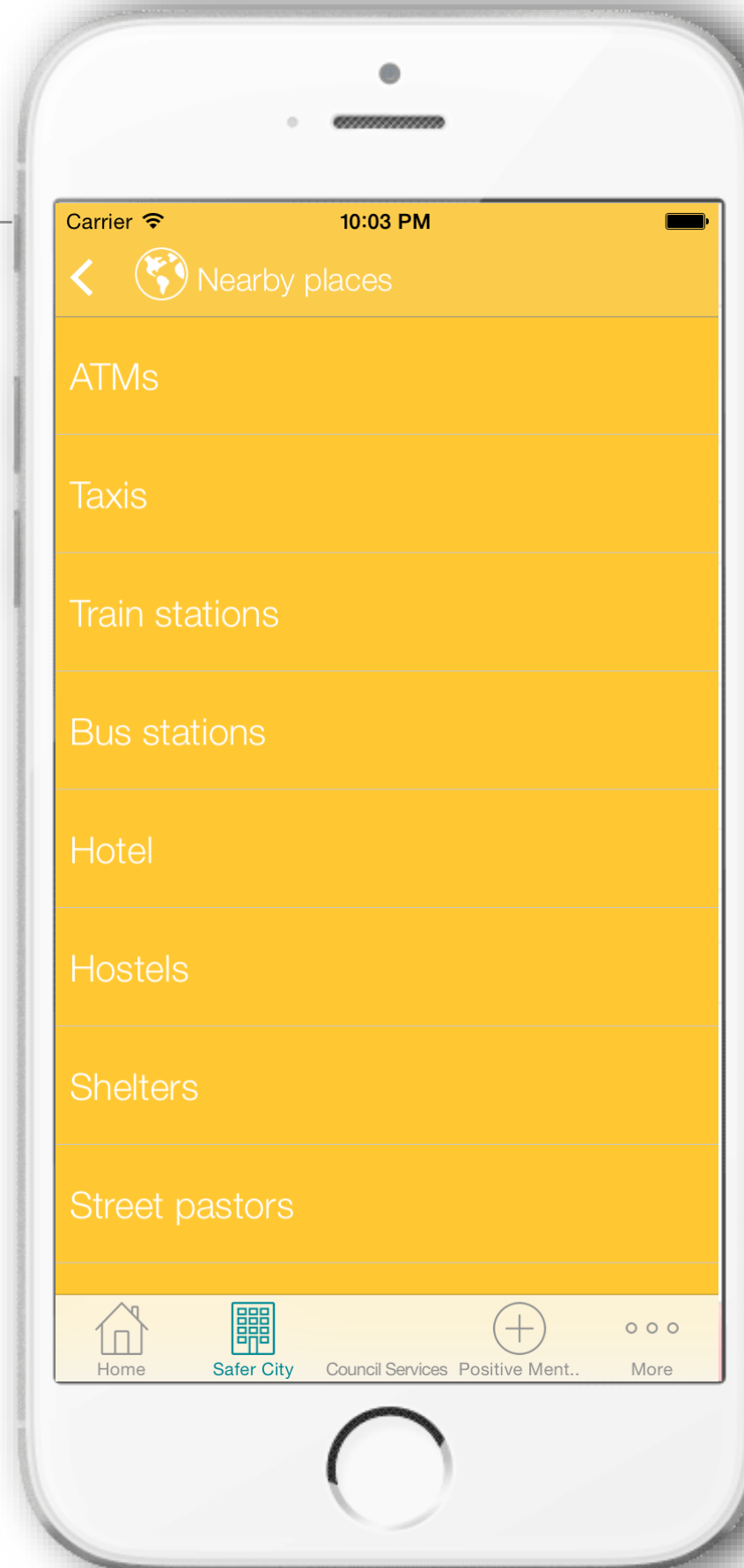
Mobile enhancements

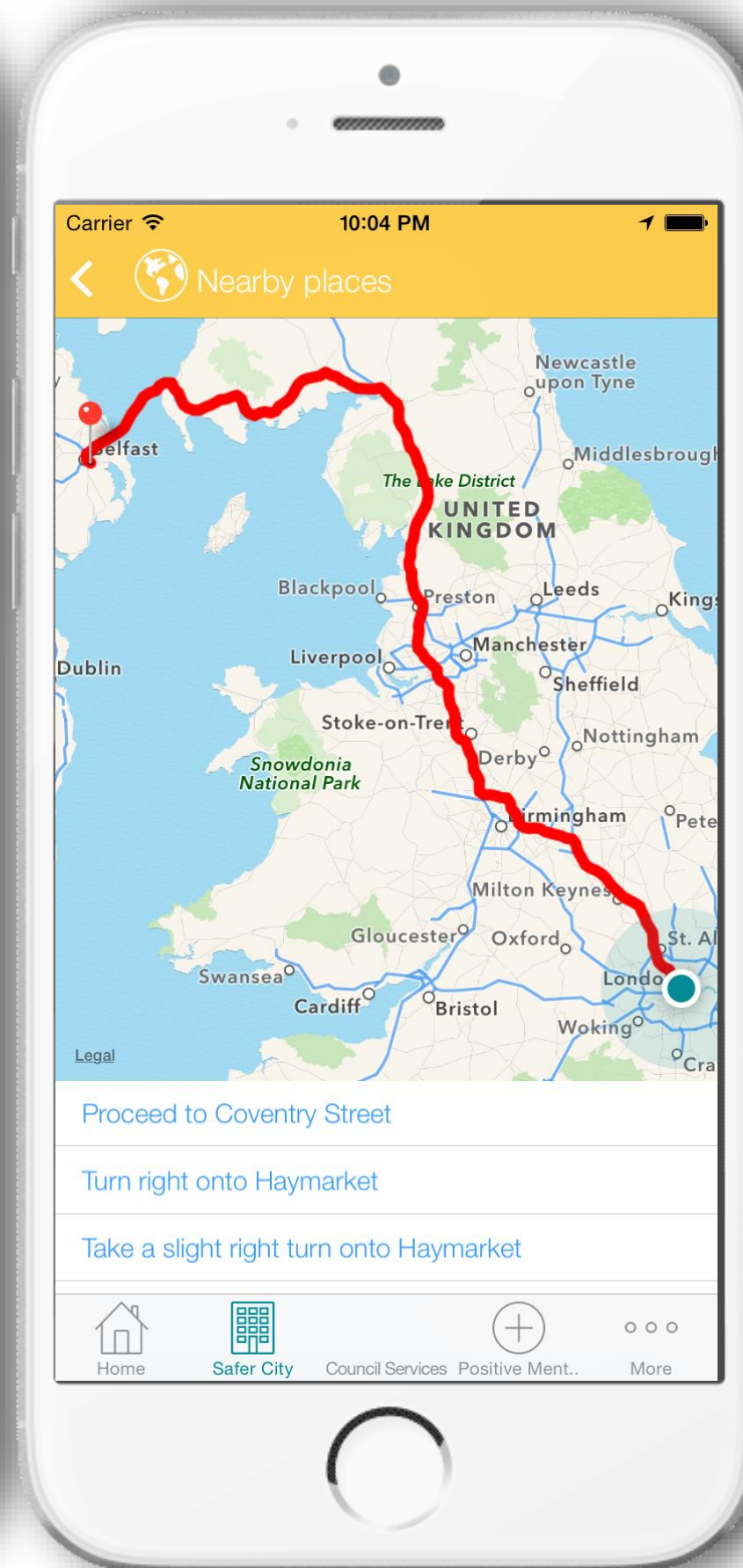
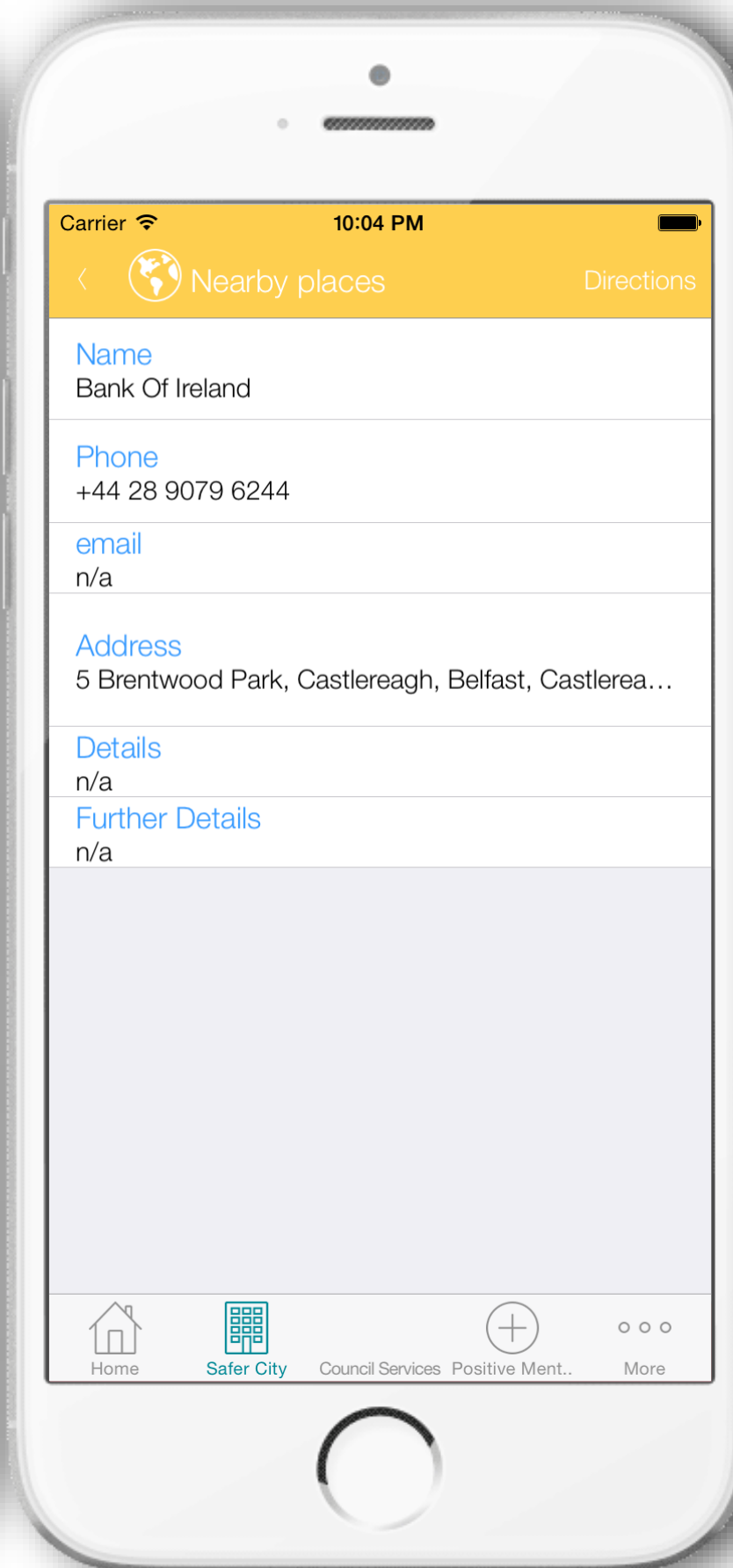
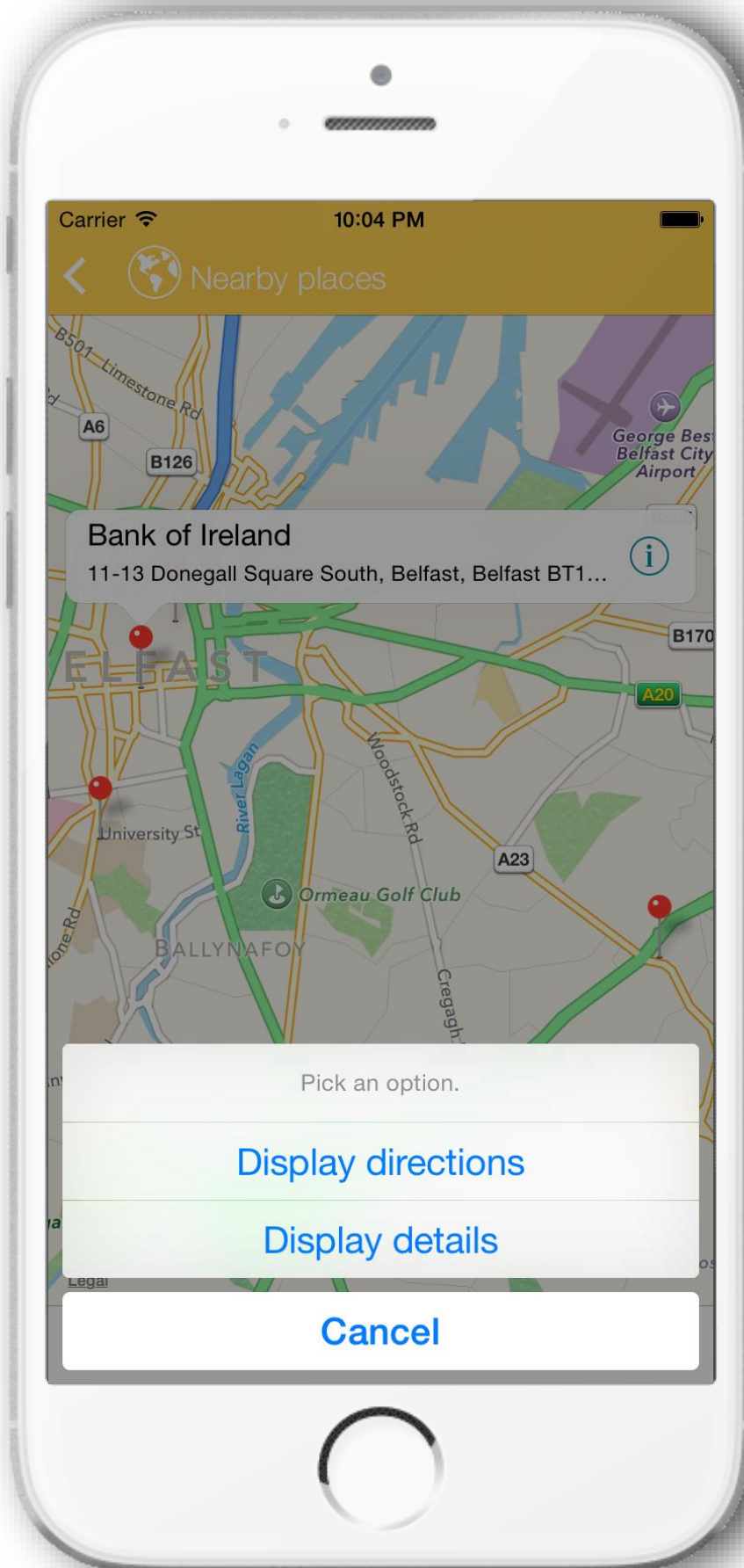




Near By Places

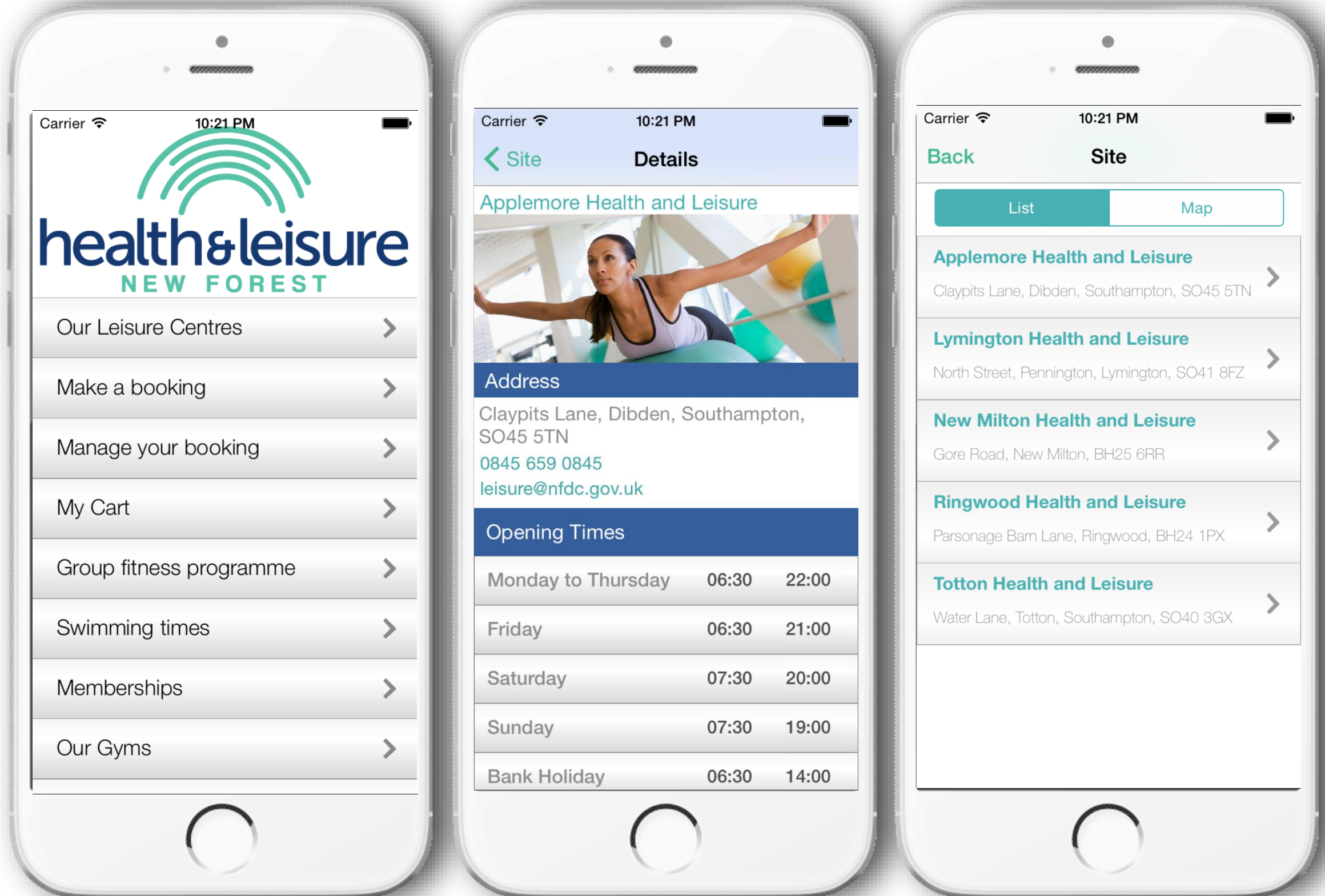
Mobile enhancements





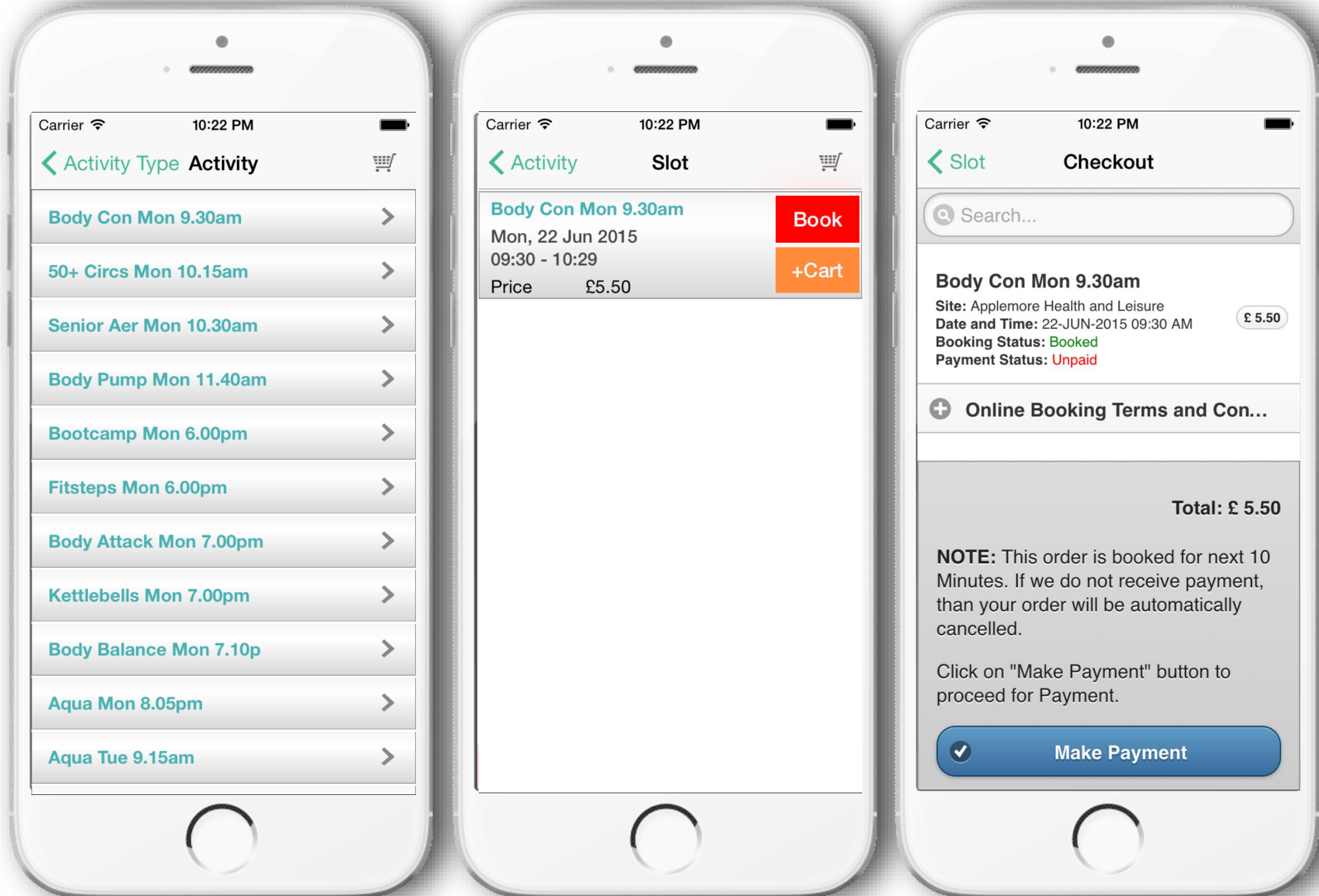
NFDC Health and Leisure App

New App



NFDC Health and Leisure App

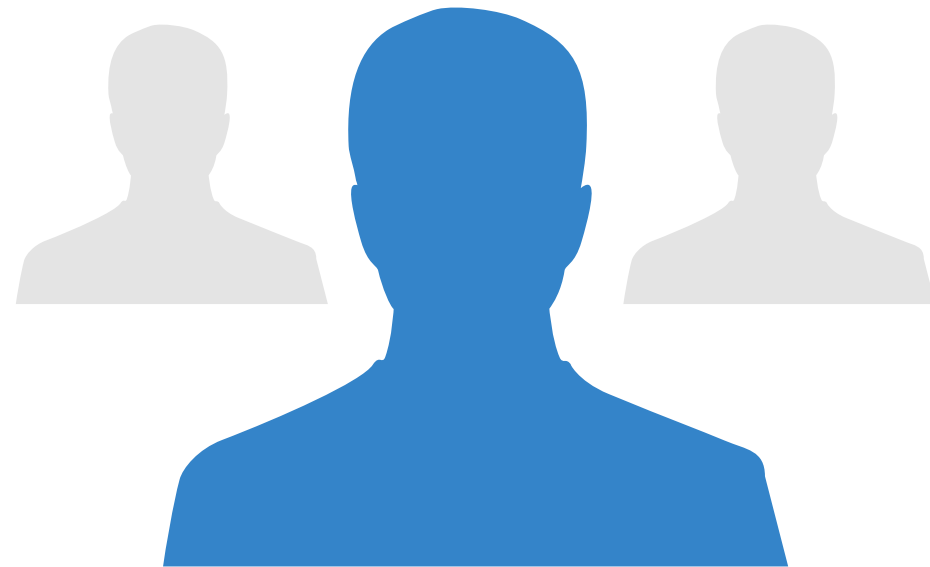
New App



Health and Leisure App | Members

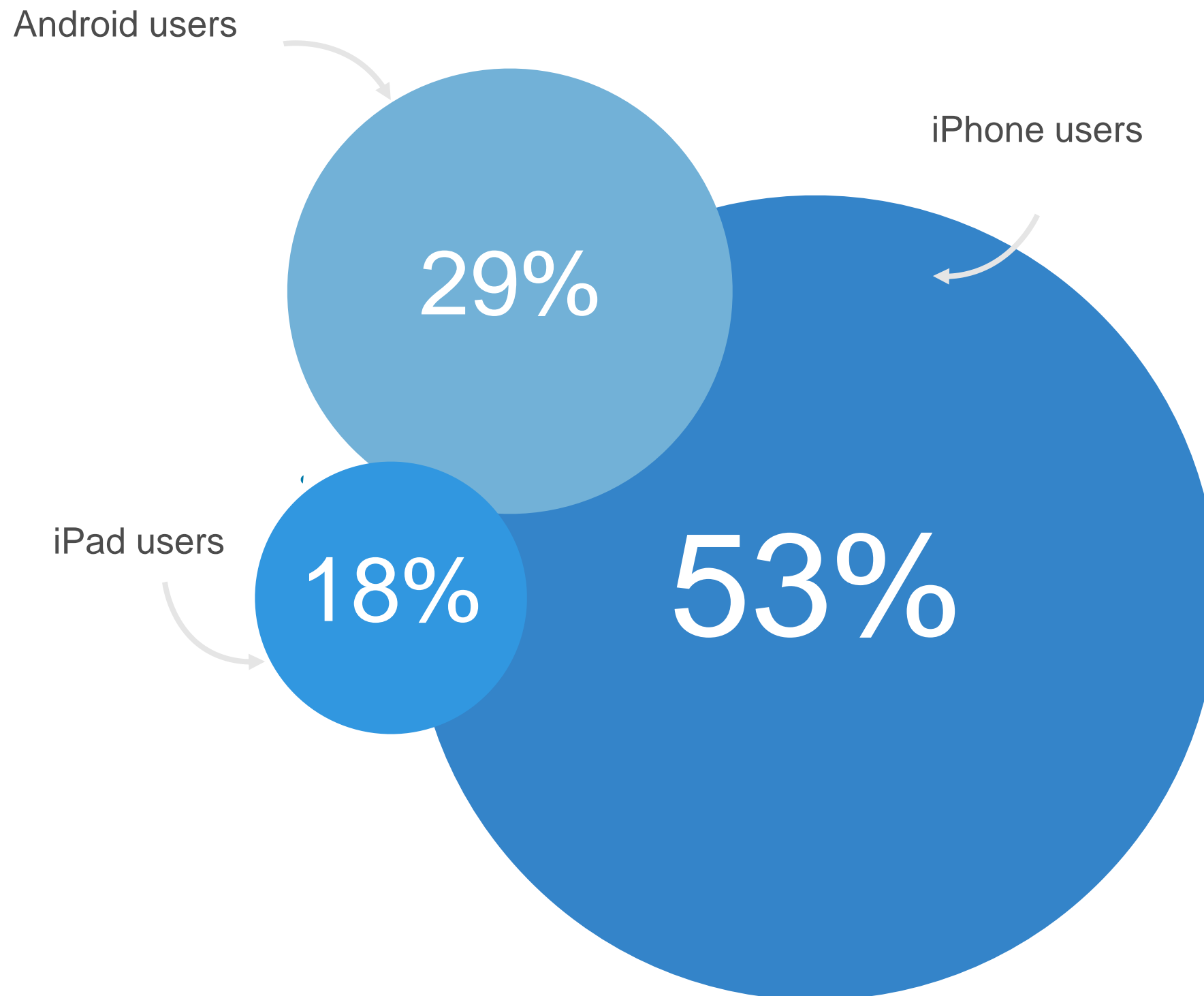
Statistics

1,200



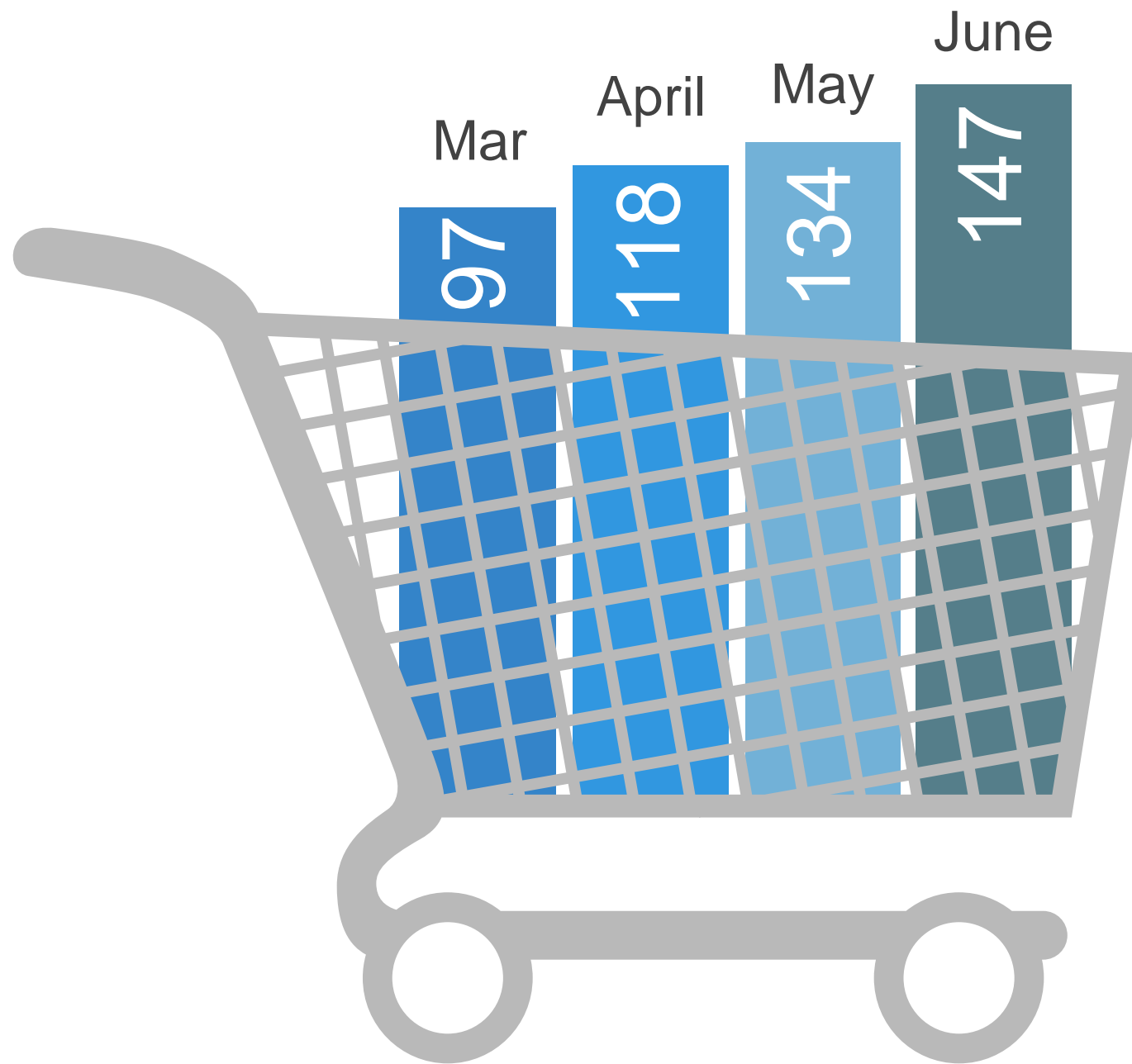
Health and Leisure App | Device

Statistics



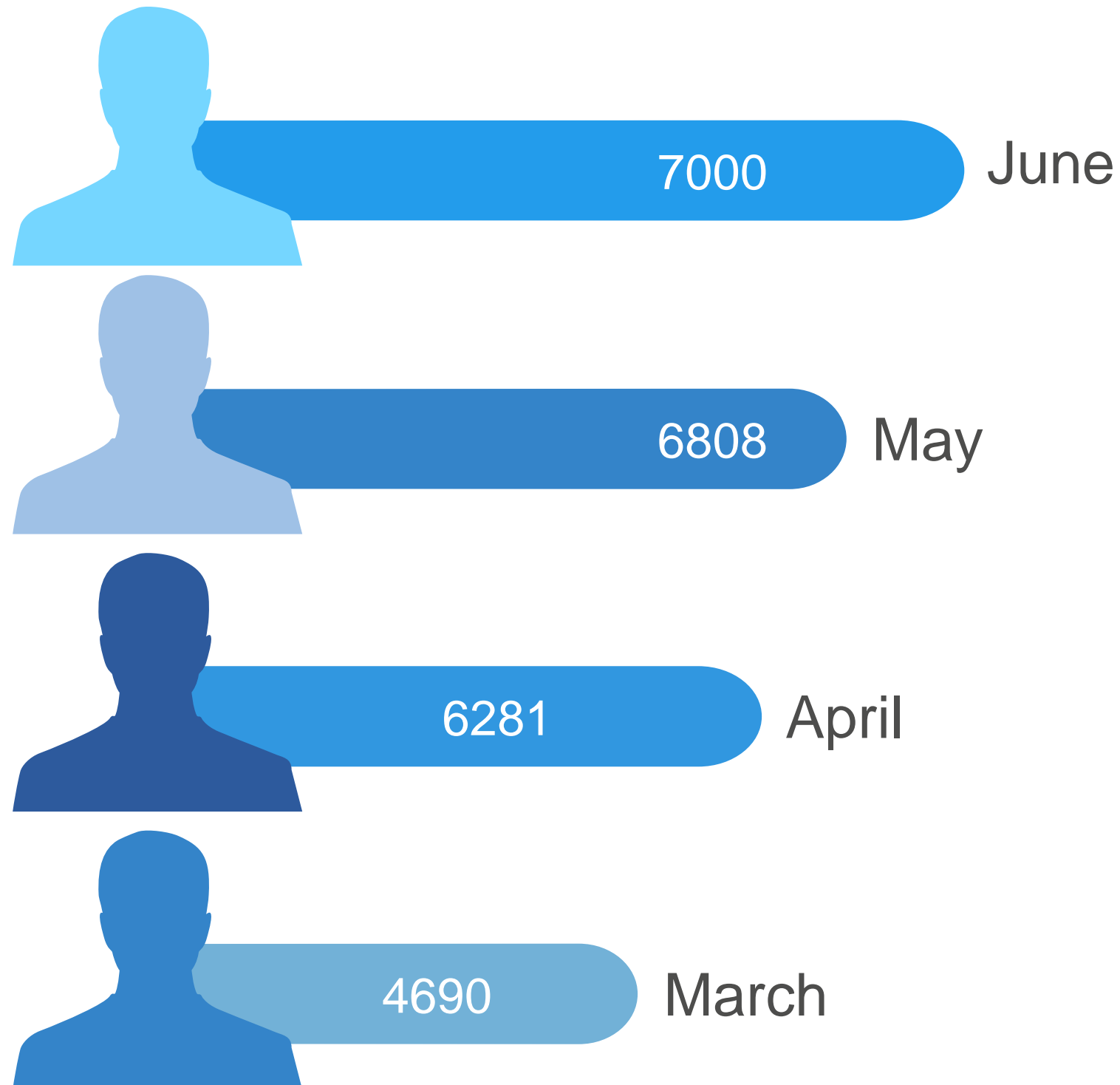
Health and Leisure App | Paying by app

Statistics



Health and Leisure App | Booked activities

Statistics



Nested Tabs

Mobile enhancements

Libraries

The Age Library Broadmeadows

Craigieburn Library

Gladstone Park Community Library

Hume Mobile Library

Sunbury Library

Tullamarine Library

Online Library

Look up catalogue

Book time on a computer

Add child tab

Centres

Spaces for hire

Youth Centres

Youth Central

Craigieburn Youth Centre

Meadow Heights Community Centre

Roxburgh Park Youth Centre

Sunbury Youth Centre

Add child tab

Occasional childcare centres

Community Centres

An Talla Community Centre

Attwood House Community Centre

Banksia Gardens Community Services

Broadmeadows Community Hub

Broadmeadows Community Hub

Banksia Gardens Community Services

Attwood House Community Centre

An Talla Community Centre

Community Centres

Occasional childcare centres

Add child tab

Tab detail

Delete

Apply changes

* Name

Online Library

* Enabled

☒ Yes
 ☐ No

* Tab status

☒ Live
 ☐ Test

* Access level

☒ Public
 ☒ Registered
 ☒ Admin

Access roles

* Login required

☐ Yes
 ☒ No

* Layout

☒ List View
 ☐ Grid View

* URL type

Tab group

* Show on home

☐ Yes
 ☒ No

* Invent colour

☒ Yes
 ☐ No

* Icon

Description

Nested dynamic tabs

Update sequence

Add child tab

	Edit	Icon	Home icon	Name	Tab URL	URL type	Applicable for	Login required	Show on home	Enabled
▲ ▼			-	Look up catalogue	http://catalogue.humelibraries.vic.gov.au/ipac20/ipac.jsp?profile=#focus	External URL	All	No	No	Yes
▲ ▼			-	Book time on a computer	http://pcres.humelibraries.vic.gov.au/scripts/pcres/reserve.pl	External URL	All	No	No	Yes

New behind the scenes features

Mobile enhancements

- New UI enhancements on Mobile worker
- Option to edit address
- Windows Desktop version released
- Paste HTML to create a tab
- Nearby Incidents.
- Added Time picker plugin in report submission form.
- Image preview on evidence page.
- Video preview on evidence page.
- Image display support for HD devices.
- Improved Accuracy in finding address using map options.
- Improved bottom tab size and images.
- Included Hybrid view in map.
- Swipe right to get map options in map-view.
- Performance and reliability improvements.