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Shaping government for a digital future

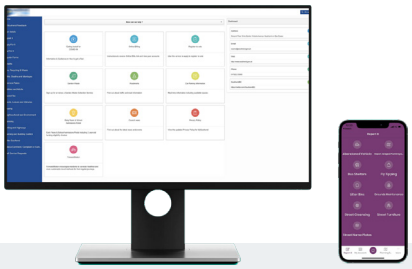
Datasheet:
Customer Engagement Portal

My Council Services - Customer Engagement Portal

Our Customer Engagement Portal provides local authorities and residents with 24/7 digital self-service capability.

The Customer Engagement Portal provides local authorities with a fully configurable self-service hub. In the past, if a customer had to raise an issue with their local authority, they had limited options. The customer would have to call their local authority, send a letter or email, or travel to their offices. With our Portal, this is no longer the case. Customers are instead able to submit any transactions for local authority services online. Submissions can be completed within minutes, with no need to wait in a queue. Direct contact is kept to a minimum, as customers are able to keep track of progress themselves. Empowering customers with our self-service Portal increases their engagement and satisfaction, while reducing call centre workload.

- Allows customers to submit transactions within minutes, from a registered or anonymous account.
- Security features built as standard to ensure customer information is safe and secure.
- A branded look and feel to meet the style of your council website
- Available as a standalone application or integrated into other third-party products.
- Fully configurable with a range of features to meet local authority service requirements.
- Compatible with all major web browsers and operating systems.



Benefits

Our Customer Engagement Portal offers many benefits for both customers and local authorities.

- Quick and easy to configure and deploy.
- Replacement of manual paper-based service applications, with streamlined digital end-to-end service fulfilment.
- Ability to submit transactions with limited intervention, ensuring that reports are sent in a timely manner.
- Customers are kept up-to-date with the progress status of their requests.

Payment Integration

Our eForms accommodate for local authority services that utilise payments. Payment integration is supported within our Customer Engagement Portal, allowing customers to apply for services that require payment with minimal waiting times.

Appointments and Bookings

Appointments/bookings are a common service provided by local authorities. Our Customer Engagement Portal allows customers to submit requests for any kind of booking (e.g. bulky waste uplift) via self-service.

Knowledge Search

Our Knowledge Search provides local authorities with a hub for their data sources. Users are able to search for information in real-time to answer any questions they may have.

Contracts

Our Customer Engagement Portal includes forms that can be configured for contract agreements between customers and the local authority. Customers are able to apply for any kind of contract (e.g. green garden waste) via self-service.

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Features

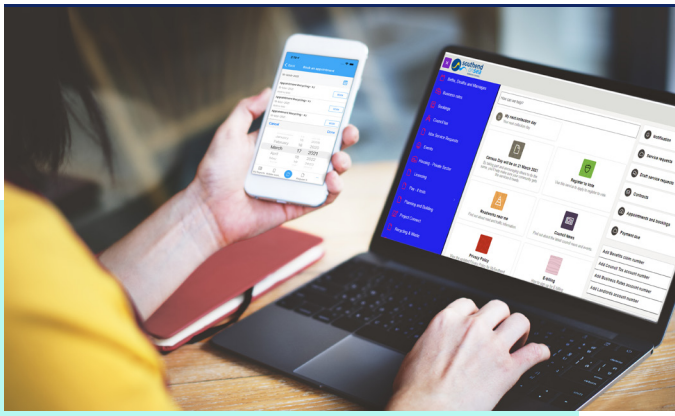
Our Customer Engagement Portal includes a range of enhanced features. These can be deployed depending on the types of services offered by the local authority. These include, but are not restricted to:

- Multi-language functionality to accommodate for different languages spoken by customers.
- Web service lookups within the Customer Engagement Portal to other services. This includes Know My Bin Day, Revenues and Benefits, and Planning Applications.
- The ability to configure other articles and features as part of the web content (e.g. local news and events).
- The ability to add intuitive instructions to support a customer navigating through the Customer Portal itself.

Outcomes and Savings

We have deployed our Customer Engagement Portal for many of our local authorities. Key benefits realisation includes:

- A fast, intuitive, and easy-to-use cloud-based interface. This increases customer engagement and satisfaction levels, demonstrating the value of channel shift.
- Digitisation and automated workflow of customer services and other back office functions. This allows for headcount reduction, enabling cashable savings.
- Reduced cost of ownership through quick and easy setup. This negates the need for extensive involvement from the local authority's IT department.
- Enhanced reporting and analytical capability, enabling improved business decision-making.



At a glance

Our Customer Engagement Portal is ideal for any local authority looking to introduce digital self-service for customer transactions.

- Allows customers to quickly submit reports and requests independently, with no administrator intervention.
- Can be used to report issues, apply for services, make payments, or produce feedback.
- Quick and easy to deploy, and fully configurable to meet all service requirements.
- Security features built as standard to ensure customer information is safe and secure.
- GDPR compliant, with account settings for users to change their information or password. Account data erasure and deregistration is also available.
- Enhanced reporting and analytics built-in to enable effective measuring and monitoring of workflow.

If you are interested in finding more information about the My Council Services Customer Engagement Portal, please contact us below:

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