

My Council Services - Customer Self-Service Kiosk

The Customer Self-Service Kiosk is a fully integrated component of the self-service and CRM suite. Leveraging the My Council Services native mobile application technology, it offers UK local authorities an easy-to-use solution, allowing customers to complete transactions across a full range of council customer points. In the context of the inexorable move to digital self-service, the Customer Self-Service Kiosk, offers a safe and secure hybrid option. It is especially helpful in the following scenarios:

It is extremely valuable when there is a requirement to submit official documents and where these documents require council verification. Customers can self-scan at a secure kiosk in the council offices or other appropriate facilities and can have the submitted documentation verified on the spot.

It provides customers who are perhaps less confident with using digital technology on their own, the reassurance of a trained and friendly customer service agent being on hand, to benefit from the digital processes that your council has made available.

It allows for assisted transactions without compromising the efficiency of other digital processes. One of the key benefits of this process is the comprehensive audit trail of user activity and data that is captured.



Benefits

- The solution allows customers to request, pay and apply for services without any support, with the option of receiving assistance from a customer services team member if preferred.
- It is suitable for customers who require validated documented evidence such as passport or driver licence validation.
- All information captured can be synchronised with back office solutions via fully indexed application programme interface integration.
- Customer can save time completing forms with the easy-entry barcode scanner.
- It allows customers to take passport quality photos, which can be validated in real-time.



Bus applications & renewals



Housing benefit claims



Council tax reduction claims



Blue badge claims



School transport applications



Change in circumstances

Features

- Native mobile application on iPhone & Android
- Customer barcode scanner to quickly populate existing customer information.
- Secure and safe kiosk with anti-theft technology
- Fully data secure with no information saved locally on the kiosk device
- All software delivery components branded to reflect council's visual identity
- Comprehensive and easy-to-use back office for configuration
- Fully supported integration capability to third party systems with real-time lookup and validation
- Includes secure stand for each location

Outcomes and Savings

- Reduces face-to-face contact.
- Cashable savings with reduced customer agent processing.
- Allows 100% of supporting documents to be self-scanned.



At a glance

- Fully GDPR compliant
- Runs up to 5G or WiFi.
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- Accessibility compliant for visually impaired citizens
- 13MP camera for high quality scans.
- Ergonomically designed
- Training provided.

The Customer Self-Service Kiosk forms a key component of the My Council Services Apps, eForms and Customer Portal product suite. This digital self-service solution has applicability across all service areas within the council. If you are looking to enhance and increase your digital footprint and would like to know more, contact us at now: