# My Council Services Service Desk (Case Management) solution

**The Service Desk (Case Management) module provides local authorities with an easy-to-use platform for managing customer service requests**

Our Service Desk solution is one of the core modules of the My Council Services enterprise suite. Service Desk provides a comprehensive Case Management solution that can be rapidly implemented into a local authority within weeks, with easy integration into existing IT systems & infrastructure. Service Desk offers administrators and workforce agents a repository that displays all service requests submitted to their authority. Agents can review and process service requests submitted by customers, and can submit service requests on their behalf if required. These requests can range from fly-tipping reports to booking a recycling centre appointment. Our flexible eForms allow local authorities to build forms for any services they provide, with Service Desk recording every submission. Combined with the platform's analytical and third-party service integration capability, our Service Desk solution is a powerful all-in-one tool for handling any number of transactions submitted to your local authority.

- A cloud-based offering, saving money on licence costs compared to traditional Service Desk offerings.

- Enhanced security built as standard to keep customer information safe and secure.

- An intuitive digital repository for service request management that is compatible with any major browser on computers, tablets, and mobile devices.

- Seamless integration with our sophisticated rules engine, allowing for comprehensive automation of the entire service lifecycle.

- A reporting and analytical capability that allows Service Desk staff and management to generate scheduled automated reports.
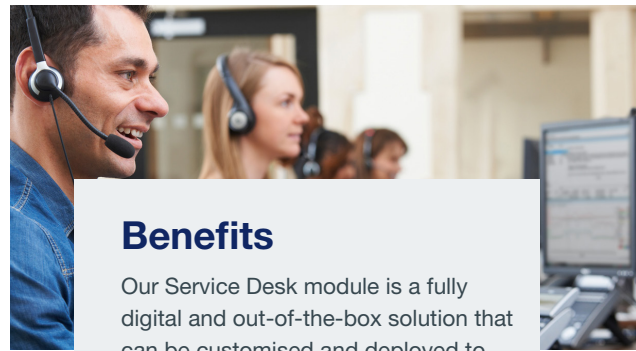
## Benefits

Our Service Desk module is a fully digital and out-of-the-box solution that can be customised and deployed to suit the needs of any local authority. Key benefits over legacy systems include the following.

- The solution is quick to implement, easy to learn, and convenient to access.

- Increased customer service agent productivity and reduced avoidable contact.

- Provides a one-stop-shop for all system administrators and workforce staff to view, submit, and process service requests.

- Service lifecycle automation with notification capability to keep the local authority updated with the most recent information.

- The ability to set role-based access control, assigning staff with appropriate access permissions.

### Third-Party System Integrations

My Council Services offers a wide range of integration opportunities for third-party services (e.g. Valtech Blue Badge Contracts). Transactions submitted from third-party services can be integrated to generate a record copy in Service Desk.

### Mobile Working

Any interactions via Service Desk will automatically synchronise with our Mobile Worker solution, and vice versa, perfect for any local authority utilising a mobile workforce.

### Notifications

Administrators and workforce agents can send out emails, SMS or letter notifications to relevant individuals directly from a service request. Notification automation can be configured at any stage of a service request's status lifecycle.

### MCS Module Integration

Our Service Desk module can be fed through several data sources. Any submissions from eForms created for Bookings or Contracts will be available for processing in Service Desk.

## Features

In addition to the core functionality and features already described, the Service Desk module includes enhanced features that can be deployed. These include, but are not restricted to:

- Agents can see if any other Service Desk operatives are currently working on a customer transaction, aiding in the prevention of double-logging or contradictory information.

- Ability to guide a customer through a service request, or file and submit a service request on their behalf.

- Agents have access to interactive analytical reporting, allowing them to manipulate a wide range of service-related data (most common submissions and answers, busiest times, average resolution times, etc).

- In-depth search filtering to narrow down report traffic by streets, wards, areas or parishes, helping local authorities gain a greater understanding of their community's requests.

- Ability to bulk allocate service requests to specific individuals or departments, or share service request reports with third-party organisations.
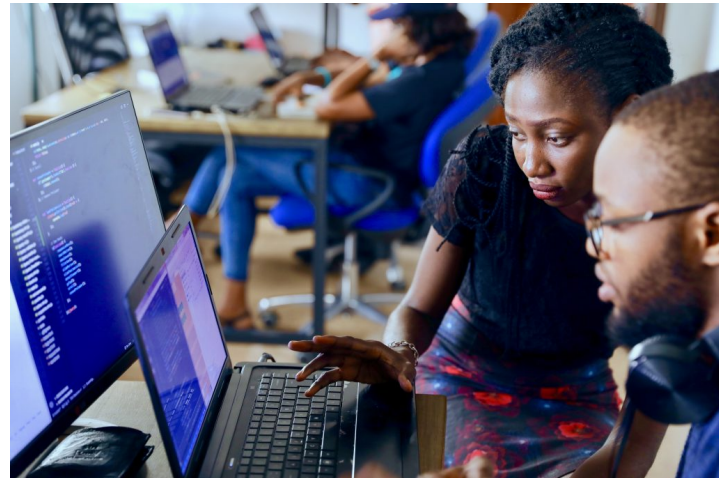


## At a glance

The Service Desk (Case Management) solution is ideal for any customer service team looking to improve productivity and efficiency.

- Record and lookup any service request on your system within seconds.

- Significant reduction of paperwork. All information can be recorded digitally within your My Council Services cloud-based application.

- Seamless integration with our sophisticated rules engine to automate work processes.

- Easily integrates into other third-party customer-facing or back-office products.

- Available as a standalone application, or available as part of other My Council Services modules.

- Comprehensive analytical capability to obtain a detailed view and understanding of the most intensive problems and services.

## Outcomes and Savings

Abavus has successfully deployed the My Council Services Service Desk (Case Management) solution to over 50 local authorities in the UK. As a result, each local authority has been able to show continuous improvement and increased efficiency.

- Faster and more efficient processing time of customer requests, improving engagement and satisfaction.

- Improved automation has resulted in cashable savings through headcount reduction.

- Reduced involvement of IT departments in setting up and administering the module, allowing them time to support more complex developments (e.g. integration).

- Significantly reduced cost of ownership due to easy set-up and low ongoing running costs.

**If you are interested in finding more information about the My Council Services Service Desk solution, please contact us below:**

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