

# Digital360 Contact Management

Streamlining customer contact and service delivery

Digital360 Contact Management empowers Customer Service Advisers (CSA) with a single holistic view of the customer, streamlining service delivery from initial contact through to completion.

### Putting the customer at the heart of service delivery

Civica Digital360 Contact Management is a powerful solution to help organisations transform the delivery of front line services, achieve agile and cost-efficient ways of working and support digitally assisted customer contact. Contact Management can be deployed on any device and provides CSA's with a 360° view of the customer and associated line-of-business systems, enabling customer requests to be efficiently fulfilled at first point of contact.

Providing the CSA with a 360° view of the customer record and access to relevant and real time information from across the organisation puts the customer at the heart of service delivery and streamlines operations to improve customer interactions and radically reduce the time taken to react and deal with enquiries and requests.

### Captures, delivers and communicates data and information

With our extensive enterprise search, intelligent forms, scripting and workflow functionality the solution is designed to capture, deliver and communicate data and information - seamlessly

automating processes between the front and back office. This ensures that each enquiry and request can either be dealt with or delivered to the right person or team, breaking down silos and providing efficient service fulfilment.

### Designed for you by you

Contact Management is a flexible and scalable solution that has been designed by local authorities for local authorities ensuring that the solution fits your exacting needs. The solution is tailored to fit the specific requirements of local authorities ensuring features and functionality are fully utilised.



Improved customer service



Significant cost savings



Increased operational efficiencies

### Main benefits:

- ▶ Provides tangible savings and reduction in costs
- ▶ Improved customer service and satisfaction
- ▶ Empowers staff with a single holistic customer record
- ▶ Streamlines operations to reduce call waiting times
- ▶ Reduces avoidable contact by enabling customers to be dealt with at first point of contact
- ▶ Enables consistent levels of service across multiple channels
- ▶ Increased efficiencies, productivity and resource utilisation
- ▶ Ability to meet stringent targets increasing statistics.

# Top five reasons for choosing Digital360 Contact Management

## 1. Simple & intuitive user interface



The modern browser user interface is simple to use and intuitive enabling digitally assisted customer support to ensure enquiries and requests can be dealt with quickly and efficiently.

## 2. Demand management



Customer enquiries are dealt with at first point of contact and assisted by our extensive enterprise search and accurate, real time back office information presented in a single interface, improving customer service and managing demand on services.

## 3. Single view of the customer



The ability for all data and documents to be viewed within a single holistic customer record puts the customer at the heart of the service and enables true fulfilment by enabling service requests and enquiries to be streamlined from front to back office.

## 4. Intelligent forms, scripting & powerful workflow



Intelligent forms and scripting tool ensures accurate information can be relayed and gathered, enabling front line staff to be subject matter experts reducing training requirements. Automation is made simple with the powerful workflow engine ensuring every request and enquiry is routed to the right person or team, breaking down silos and providing efficient service fulfilment.

## 5. Available in the Cloud



Available in the cloud providing flexibility, operational efficiencies, cost savings, reduction in risk and improved governance.

### Key features:

- ▶ **Browser interface and device agnostic enables agile working**
- ▶ **360° view and full case history of the customer record**
- ▶ **Single customer 'Golden Record'**
- ▶ **Enterprise search feature provides rapid search and retrieval capability**
- ▶ **Automated alerts against individual customers and related addresses**
- ▶ **Presentation of key back office data within a single user interface**
- ▶ **Intelligent forms and scripting enables the capture and delivery of accurate information**
- ▶ **Automated powerful workflow between the front and back office**
- ▶ **Enables simultaneous access to records and files by multiple users**
- ▶ **Flexible and scalable corporate solution**
- ▶ **Reduction in physical storage space**
- ▶ **Stringent security, audit and reporting facilities.**

# 1 in 3

local authorities have quality information to hand at every level of the organisation through Civica Digital Solutions.

