

Oracle CRM – Digital Integration

E-Democracy Task Group

Thursday 10th December 2015



Vision

“CYC’s vision is to be a customer focused organisation placing residents and visitors at the heart of everything we do, supporting customers to do more for themselves by providing high quality and responsive digital services to ensure CYC are always open and available and easy for everyone to use”



The Customer Portal

The screenshot shows a web browser window displaying the City of York Council's Customer Portal. The browser's address bar shows the URL `felpersham-council.rightnowdemo.com`. The page features the City of York Council logo at the top left and a navigation menu with links for Home, Contact Us, Report It, Request It, and My Account. A user is logged in as Arnie Sallinger, with a Logout link. A search bar is prominently displayed. A red notification box states: "Notification: Your council tax is due. Click here to pay." Below this, a grid of service links includes: Benefit Notification Letter, When are my bins collected?, What goes in the food waste bin?, How to pay your Council Tax online, Report A Street Lighting Defect, Garden Waste Collection, Report a Pot Hole, Adult Social Care Assessment, Council Tax Reductions, and Report Fly Tipping. A "Contact Us" section offers options for Contact Us, Live Chat (currently unavailable), and Give Feedback. A link to "See all popular answers" is also present.

Support Home Page x
felpersham-council.rightnowdemo.com

CITY OF YORK COUNCIL

Home Contact Us Report It Request It My Account Logged in as Arnie Sallinger [Logout]

Notification
Your council tax is due. Click here to pay.

Contact Us
Contact Us
Submit a question to our customer services team.
Live Chat
Chat is not currently available.
Give Feedback
How can we make this site more useful for you?

Benefit Notification Letter
When are my bins collected?
What goes in the food waste bin?
How to pay your Council Tax online
Report A Street Lighting Defect
Garden Waste Collection
Report a Pot Hole
Adult Social Care Assessment
Council Tax Reductions
Report Fly Tipping

See all popular answers >



The Customer Portal

The screenshot shows a web browser window with the URL `felpersham-council.righthowdemo.com/app/answers/list/kw/food%20waste%20bin/search/1`. The page features a navigation menu with links for Home, Contact Us, Report It, Request It, and My Account. A search bar contains the text "food waste bin". Below the search bar, there are "Other Suggested Searches" including "food waste", "Waste Permit", "garden waste information", "when are my bins collected", "missed bin collection", "food bin", and "missed bins". The search results are displayed as "Results 1 - 10 of 13 for food waste bin". A filter box allows narrowing results by "Waste & recycling sites" and "Missed Bin Collection". The first result is titled "What goes in the food waste bin?" and includes details about acceptable items like bread, pastries, and cakes, and a date updated of 02/10/2015. The second result is "Waste and Recycling", discussing changes to waste collections in the Dwyfor Area, updated on 27/10/2014. The third result is "When are my bins collected?", explaining how to view collection dates for general waste bins, recycling bins, and garden waste, updated on 16/06/2015. The fourth result is "Garden Waste Collection", mentioning the service from April to March. On the right side, there is a "Notification" box stating "Your council tax is due. Click here to pay." and a "Contact Us" section with links for "Contact Us" (to submit questions) and "Give Feedback" (to improve the site).



The Customer Portal

What goes in the food wa - x

felpersham-council.rightnowdemo.com/app/answers/detail/a_id/55/kw/food%20waste%20bin

Home Contact Us Report It Request It My Account

Logged in as Arnie Sallinger [Logout]

Liners are provided with new **bins** but it's your choice whether to continue using them in your kitchen caddy, we don't insist on it.

If you still want to use a liner you can use old newspapers or other **waste** paper to line your caddy. Alternatively, any brand of compostable liner that clearly displays the European Bio plastics logo can be used and these can be purchased from larger supermarkets and hardware stores.

Just make sure you don't use any other type of bag or liner, eg made from plastic.

More Information

Remember to put your **bin** out by 7am on day of collection and put it away again as soon as you can after it has been emptied.

How well did this answer your question?

★★★★☆

75%

Answers others found helpful

- Garden **Waste** Collection
- When are my **bins** collected?
- WR1 **Waste** Collection Dates and Times
- WR2 **Waste** Collection Dates and Times
- WR3 **Waste** Collection Dates and Times

Share Print Email this page Notify Me

Notification

Your council tax is due. [Click here to pay.](#)

Find Answers

Search

Contact Us

Contact Us

Submit a question to our customer services team.

Live Chat

Chat with a member of our support team. There are agents available, with no expected wait.

Give Feedback

How can we make this site more useful for you?

javascriptvoid(0)



The Customer Portal – Smart Assistant

The screenshot shows a web browser window with the URL `felpersham-council.rightnowdemo.com/app/ask`. The page header features the City of York Council logo and navigation links: Home, Contact Us, Report It, Request It, and My Account. A user is logged in as Arnie Sallinger. The main content area is titled "Submit a question to our customer services team." and includes a link to submit on behalf of another person. The form fields are: Subject (Pay council tax online), Category (Select a category), and Question (How do I pay my council tax online?). A "Continue..." button is at the bottom left. On the right, there is a "Notification" box about council tax, a "Find Answers" search box, and a "Contact Us" section with links for "Contact Us" and "Give Feedback".

Contact Us

felpersham-council.rightnowdemo.com/app/ask

CITY OF YORK COUNCIL

Home Contact Us Report It Request It My Account

Logged in as Arnie Sallinger [Logout]

Submit a question to our customer services team.

[Click here to submit a question on behalf of another person](#)

Subject *
Pay council tax online

Category
Select a category

Question *
How do I pay my council tax online?

[Continue...](#)

Notification
Your council tax is due. [Click here to pay.](#)

Find Answers
Search

Contact Us

- Contact Us**
Submit a question to our customer services team.
- Give Feedback**
How can we make this site more useful for you?



The Customer Portal – Smart Assistant

Contact Us

felpersham-council.rightnowdemo.com/app/ask

Home Contact Us Report It Request It My Account

Logged in as Arnie Sallinger [Logout]

Submit

Click here to submit your question

Subject *
Pay council tax online

Category
Select a category

Question *
How do I pay my council tax online?

Continue...

Finish submitting your question

Your question hasn't been submitted yet.

The following answers might help you immediately.

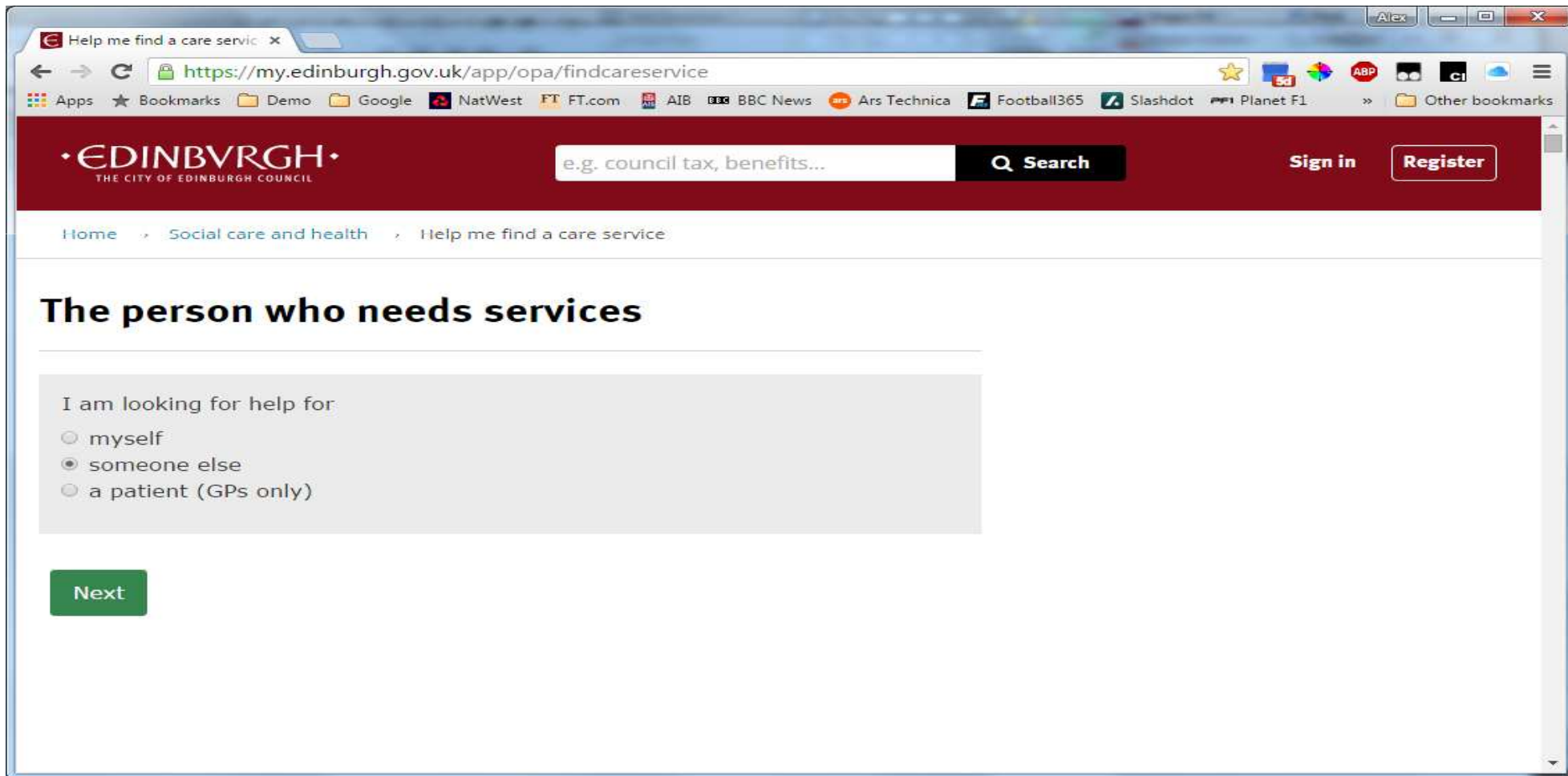
- How to pay your Council Tax online
How to pay your Council Tax online
You can pay your council tax online using your credit or debit card using our [online form](#)
- Problems Paying Council Tax
- Who pays council tax?
- Council Tax Benefit and Housing
- Information on Appeals for Council Tax

My Question is Answered Finish Submitting Question Edit Question

javascriptvoid(0)



Online Assessments



The screenshot shows a web browser window with the URL <https://my.edinburgh.gov.uk/app/opa/findcareservice>. The page header features the Edinburgh Council logo and a search bar containing the text "e.g. council tax, benefits...". There are "Sign in" and "Register" buttons in the top right. The breadcrumb trail reads "Home > Social care and health > Help me find a care service".

The person who needs services

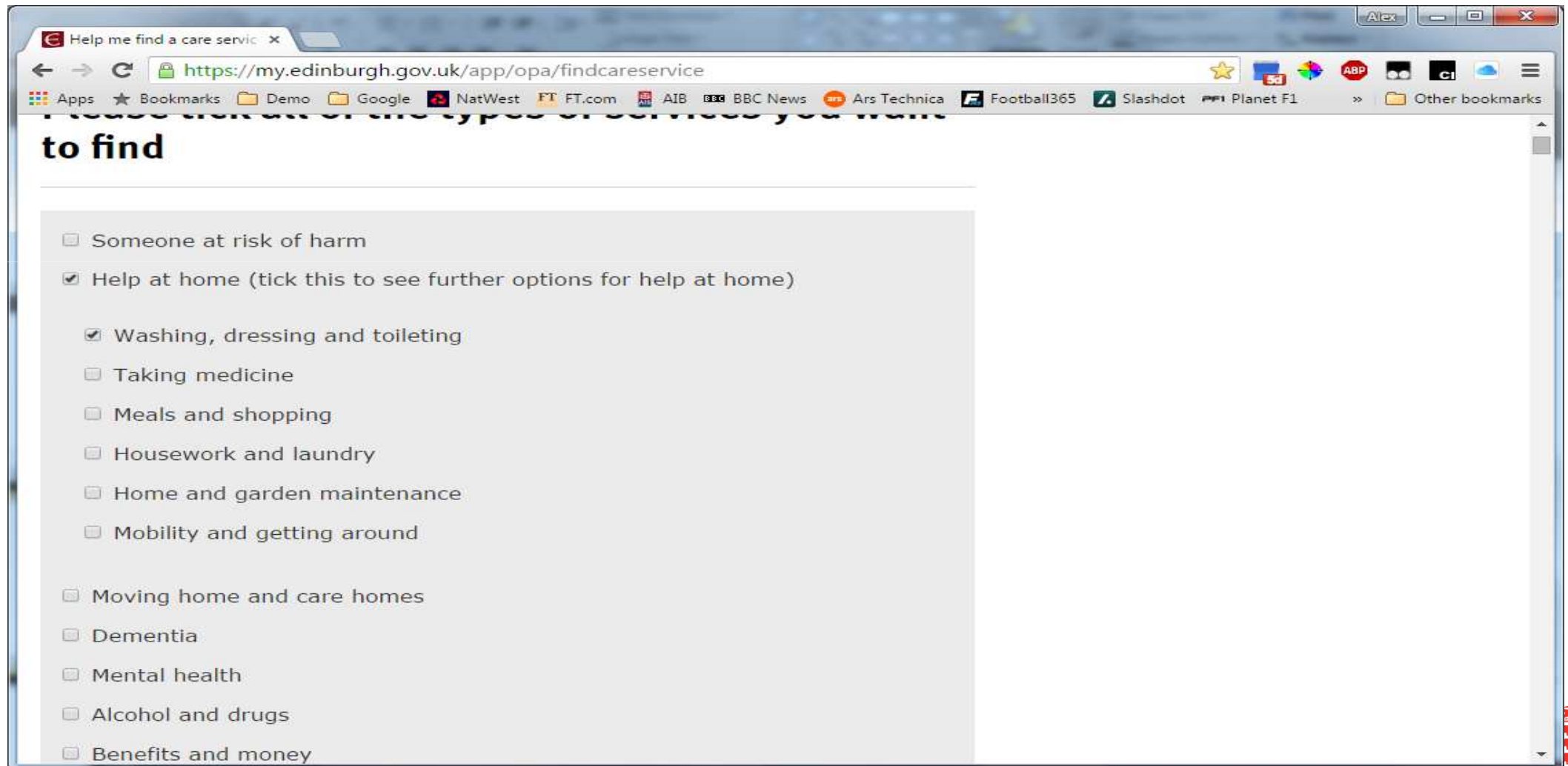
I am looking for help for:

- myself
- someone else
- a patient (GPs only)

[Next](#)



Online Assessments



The screenshot shows a web browser window with the address bar displaying <https://my.edinburgh.gov.uk/app/opa/findcareservice>. The page title is "Help me find a care service". The main content area is titled "to find" and contains a list of checkboxes for selecting care needs. The browser's bookmark bar is visible at the top, showing various sites like NatWest, FT.com, AIB, BBC News, and others.

to find

- Someone at risk of harm
- Help at home (tick this to see further options for help at home)
 - Washing, dressing and toileting
 - Taking medicine
 - Meals and shopping
 - Housework and laundry
 - Home and garden maintenance
 - Mobility and getting around
- Moving home and care homes
- Dementia
- Mental health
- Alcohol and drugs
- Benefits and money



Online Assessments

The screenshot shows a web browser window with the URL <https://my.edinburgh.gov.uk/app/opa/findcareservice>. The page title is "Help me find a care service". The main heading is "Your results". A grey box contains the following text: "Here are the services that we have found for you. Based on your responses, you seem to need more help with day to day living and we would like to assess your needs. Please click Next (below) to arrange an assessment, so we can find out how we can help you. Please note, we will be able to see your earlier responses if you want us to assess your own or someone else's needs." Below this, it states "The following 31 results were found." and "Post code searched on 'EH3 7RN'". There is a link "Show all 31 results" and a sub-heading "31 records in Washing and dressing services". Two service cards are visible:

Name	Allied Healthcare... See more
Description	Services such as cooking meals, light household duties, cleaning and laundry services, shopping, washing and dressing.
Website	Allied Healthcare website ↗
Telephone number	0131 553 6136

Name	Call In Homecare... See more
Description	Services such as assisting with personal care, shopping, other errands, preparation of meals, light... Read more
Website	Call In Homecare website ↗



End to End Digital Transactions

Report It

felpersham-council.rightnowdemo.com/app/report/map/yes/rpt/ft/incidents.subject/Fly%20Tipping%20

Home Contact Us Report It Request It My Account Logged in as Arnie Sallinger [Logout]

Report It

Subject *
Fly Tipping Report

Category
Rubbish & recycling
Fly Tipping

Description of Waste
Sofa and armchairs left by the road.

Bulky Items
 Yes No

Hazardous Waste
 Yes No

[Open Map](#) Location not selected

[Continue...](#)

Notification
Your council tax is due. [Click here to pay.](#)

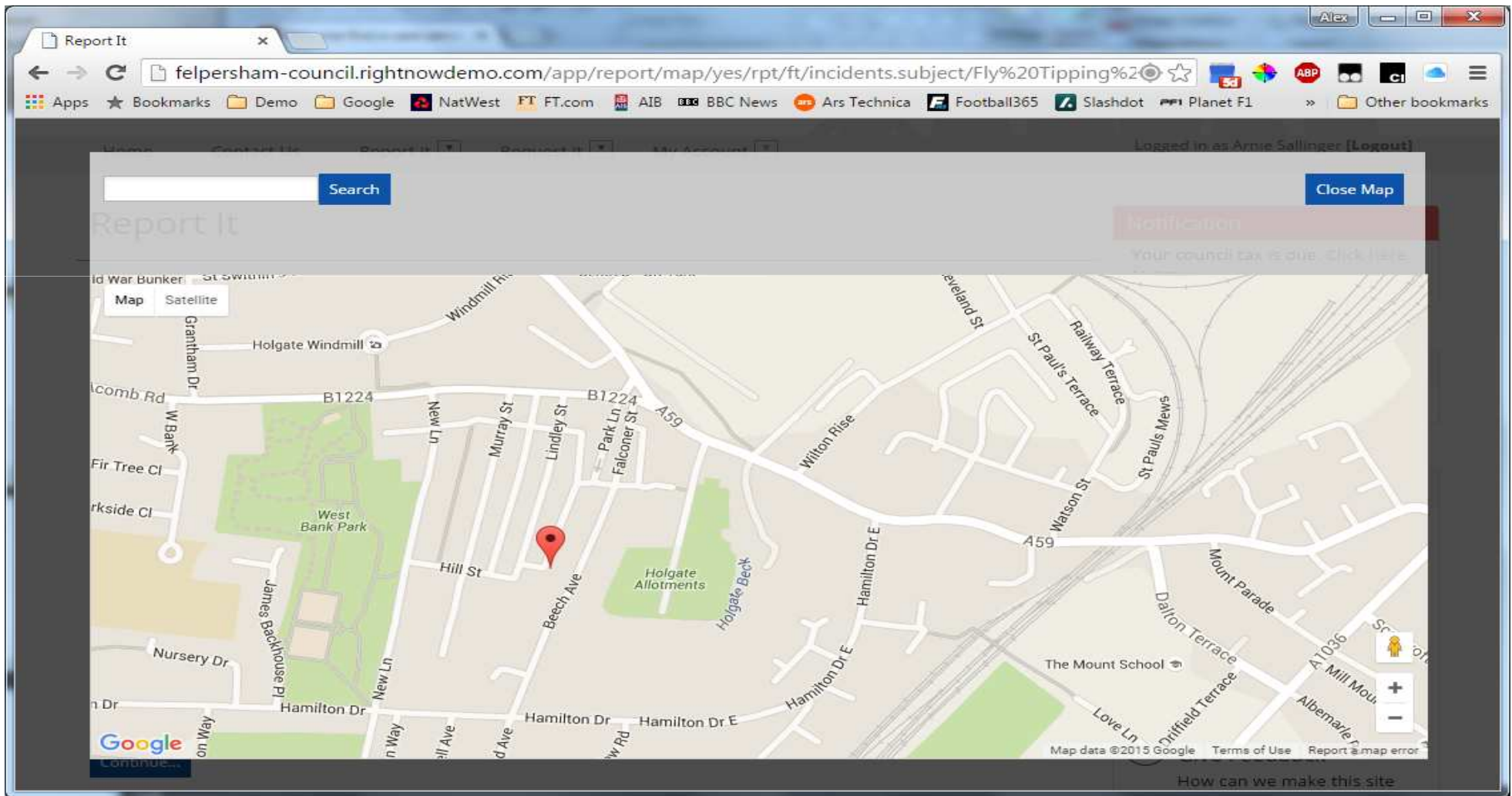
Find Answers
Search

Contact Us

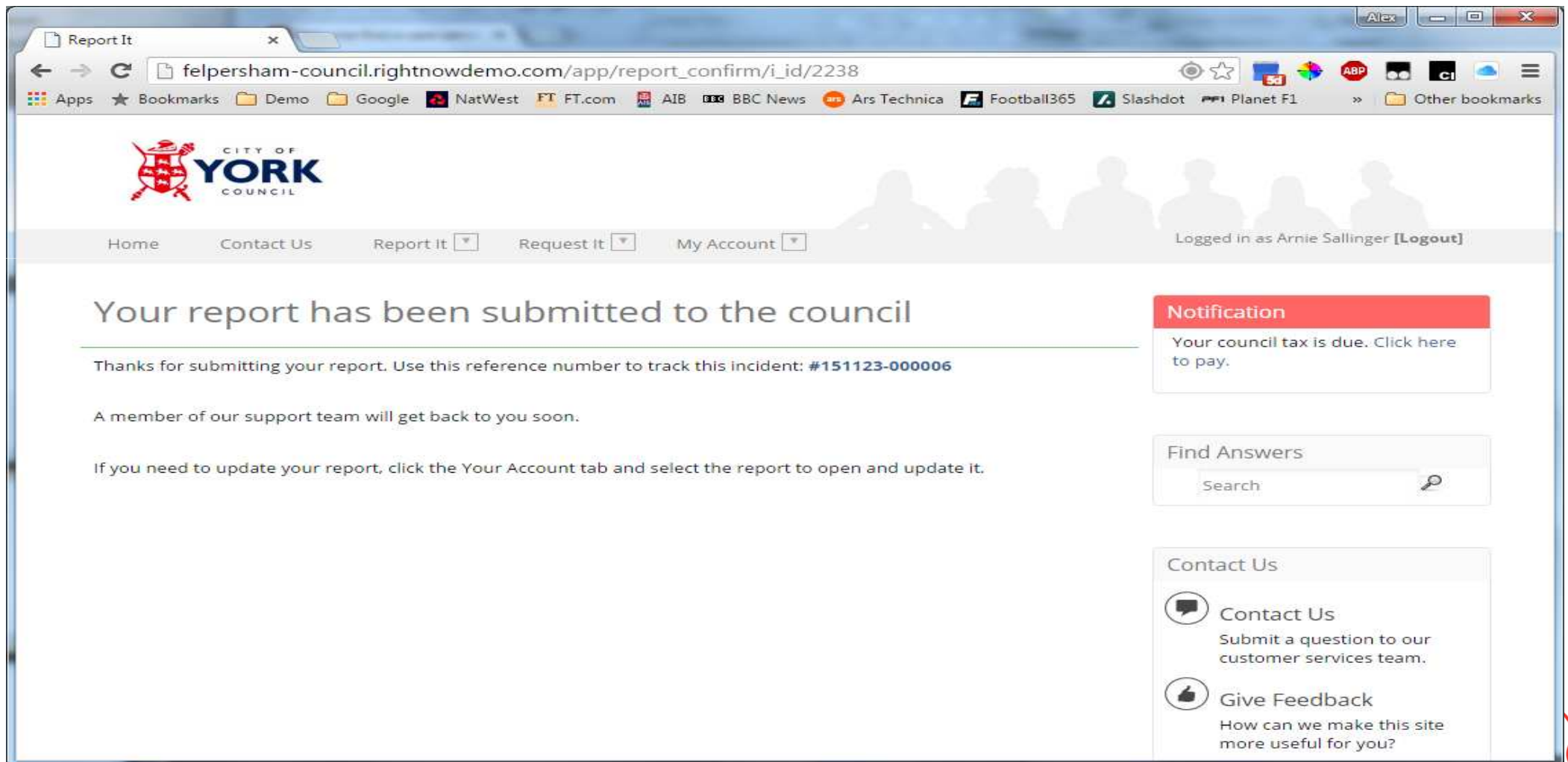
- Contact Us**
Submit a question to our customer services team.
- Live Chat**
Chat with a member of our support team. There are agents available, with no expected wait.
- Give Feedback**
How can we make this site



End to End Digital Transactions




End to End Digital Transactions



Report It

felpersham-council.rightnowdemo.com/app/report_confirm/i_id/2238

Apps Bookmarks Demo Google NatWest FT FT.com AIB BBC News Ars Technica Football365 Slashdot Planet F1 Other bookmarks

 CITY OF YORK COUNCIL

Home Contact Us Report It Request It My Account

Logged in as Arnie Sallinger [Logout]

Your report has been submitted to the council

Thanks for submitting your report. Use this reference number to track this incident: **#151123-000006**



A member of our support team will get back to you soon.

If you need to update your report, click the Your Account tab and select the report to open and update it.

Notification
Your council tax is due. [Click here to pay.](#)

Find Answers
Search

Contact Us

-  **Contact Us**
Submit a question to our customer services team.
-  **Give Feedback**
How can we make this site more useful for you?

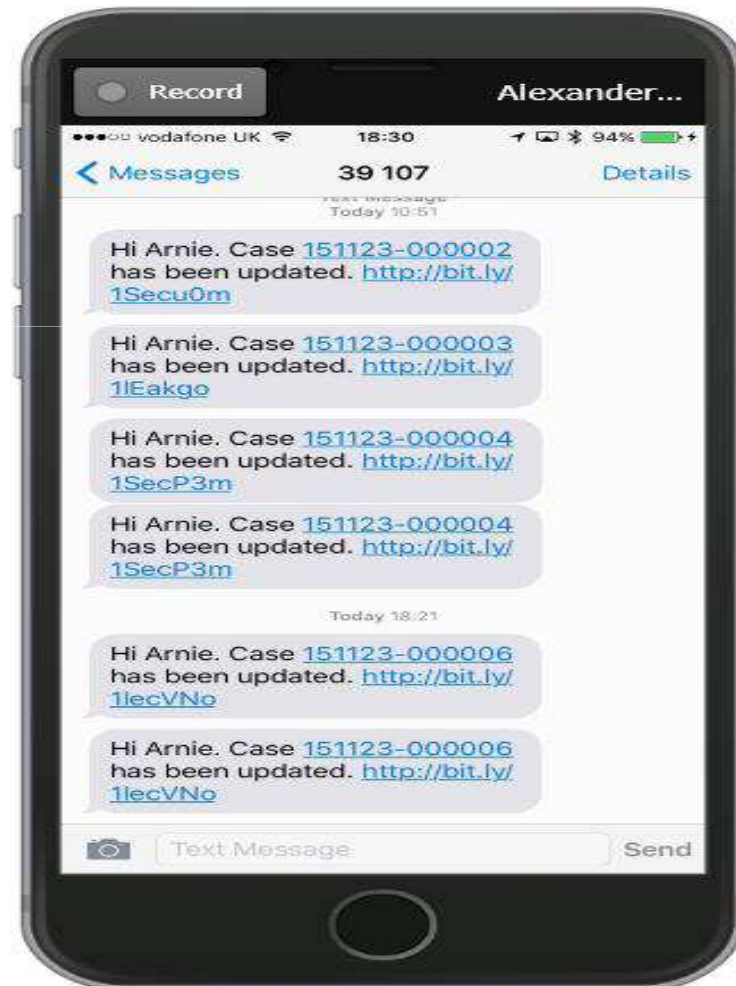


End to End Digital Transactions

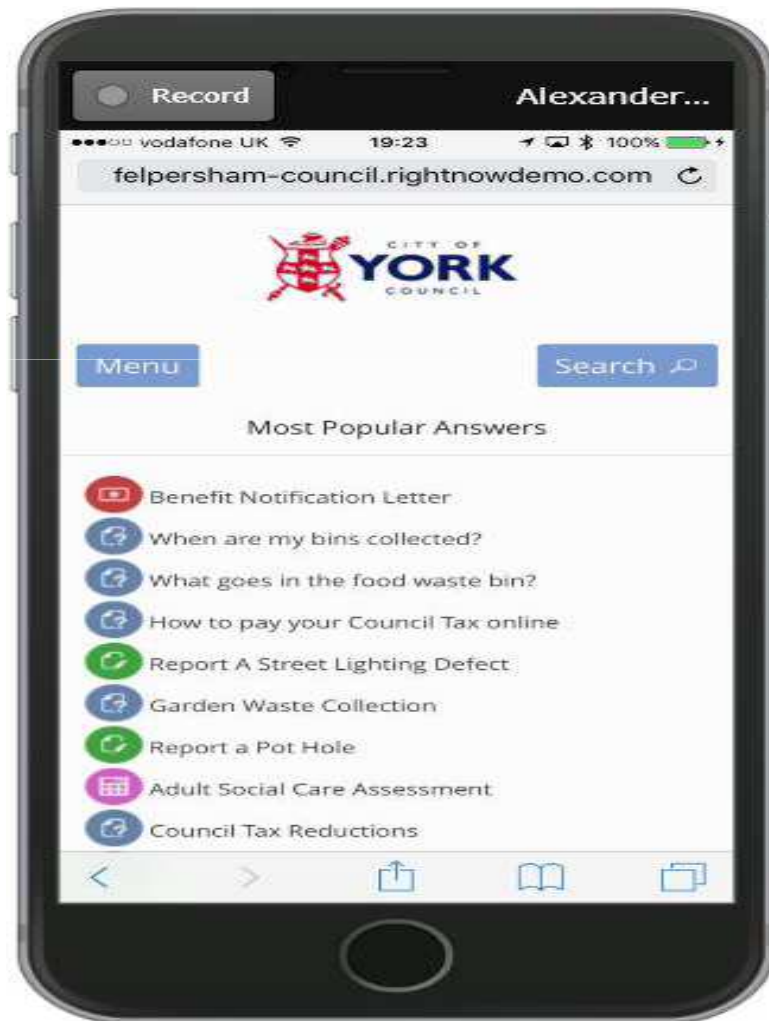
The screenshot shows a Gmail interface in a browser window. The address bar displays the URL: <https://mail.google.com/mail/u/1/#inbox/15133fda95ab5492>. The email subject is "Your incident Fly Tipping Report has been updated to Updated". The sender is "Council Information Services" with the email address <felpershamcouncil...>. The email content reads: "Dear Amie, The status for your incident 'Fly Tipping Report' with reference 151123-000006 has been updated to Updated. You can view the details [here](#). You can view the incident by logging in to your [MyAccount](#) page. If you have not logged in before, you will need to [Request A New Password](#) first. Regards,". The interface includes a left sidebar with "COMPOSE" and "Inbox" options, a top navigation bar with "Gmail" and search, and a bottom status bar showing "0 GB (0%) of 15 GB used" and "Last account activity: 7 hours ago".



End to End Digital Transaction



Mobile



My Account

Fly Tipping Report

felpersham-council.rightnowdemo.com/app/account/questions/detail/i_id/2238

Home Contact Us Report It Request It My Account

Logged in as Arnie Sallinger [Logout]

Do you want a response?
Yes, I require a response

Submit

Communication History

Staff Account Administrator via Email	23/11/2015 06:29 PM
Scheduled for pickup on Friday morning. Updated by John Felpersham	

Additional Details

Email Address	arnie.sallinger@gmail.com
Reference	151123-000006
Status	Updated
Created	23/11/2015 06:21 PM
Last Updated	23/11/2015 06:29 PM
Category	<ul style="list-style-type: none">Rubbish & recyclingFly Tipping
Description of Waste	Sofa and armchairs left by the road.
Bulky Items	Yes
Hazardous Waste	No

Print

Notification
Your council tax is due. Click here to pay.

Find Answers
Search

Contact Us
Contact Us
Submit a question to our customer services team.

Give Feedback
How can we make this site more useful for you?



Chat

Live Chat - Google Chrome

felpersham-council.rightnowdemo.com/app/chat/chat_launcl

Live Help

Chat with a member of our support team

First
Arnie



Last
Sallinger

Address
arnie.sallinger@gmail.com

Query

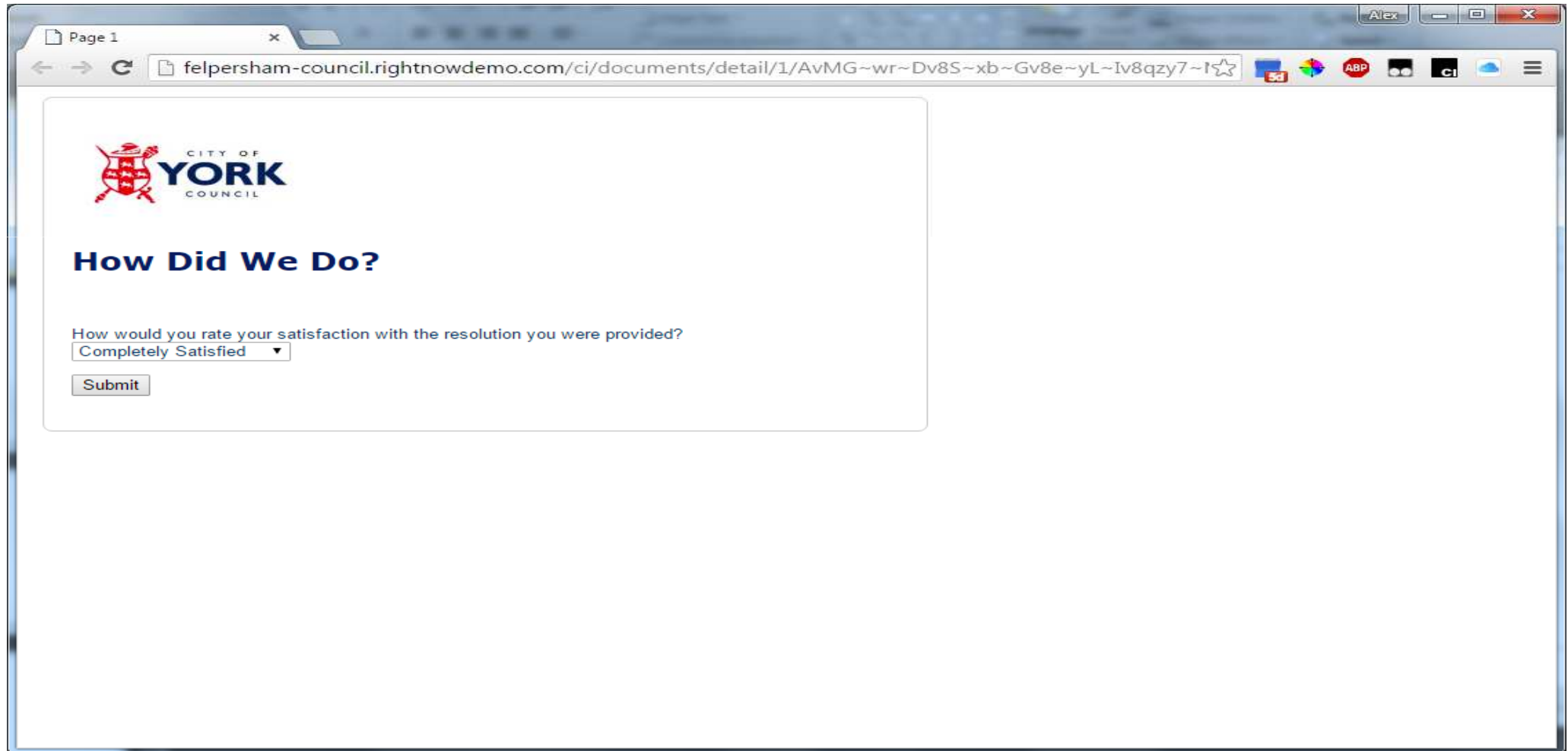
Chat support is available
Chat hours are listed below.

Monday - Sunday: 12:00 AM - 11:59 PM GMT
It is currently Monday, 23 Nov., 2015 06:51 PM GMT

Select Language  Powered by 




Feedback



Page 1

felpersham-council.rightnowdemo.com/ci/documents/detail/1/AvMG~wr~Dv8S~xb~Gv8e~yL~Iv8qzy7~I



How Did We Do?

How would you rate your satisfaction with the resolution you were provided?

Completely Satisfied

Submit



Customer Record

The screenshot displays the Oracle CX for LG - Oracle Service Cloud interface. The browser window title is "Oracle CX for LG - Oracle Service Cloud". The page shows a customer record for "Arnie Sallinger".

Customer Information:

- First Name: Arnie
- Last Name: Sallinger
- Address: 25 Chestnut Grove
- Mobile Phone: 07917087285
- Email: arnie.sallinger@gmail.com
- MyAccount Username: arnie.sallinger

Navigation and Tools:

- Recent Items: Hand icon, Wheelchair icon, Pound icon
- Navigation: Service Requests, Appointments, Tasks, Profile, Properties, Full Record
- Quick Search: Search icon
- System and Audit Log buttons

Profile Tab:

- Date of Birth: 02/01/1974
- Nationality: British
- Ethnicity: White
- Gender: Male
- Spoken Language: English
- National Insurance Number: SN435231

TOP 5 ISSUES (Horizontal Bar Chart):

Issue	Count (Approximate)
Fly Tipping	42
Street Lighting Defect	28
Potholes	25
Social Care and Health	23
Complaints	15

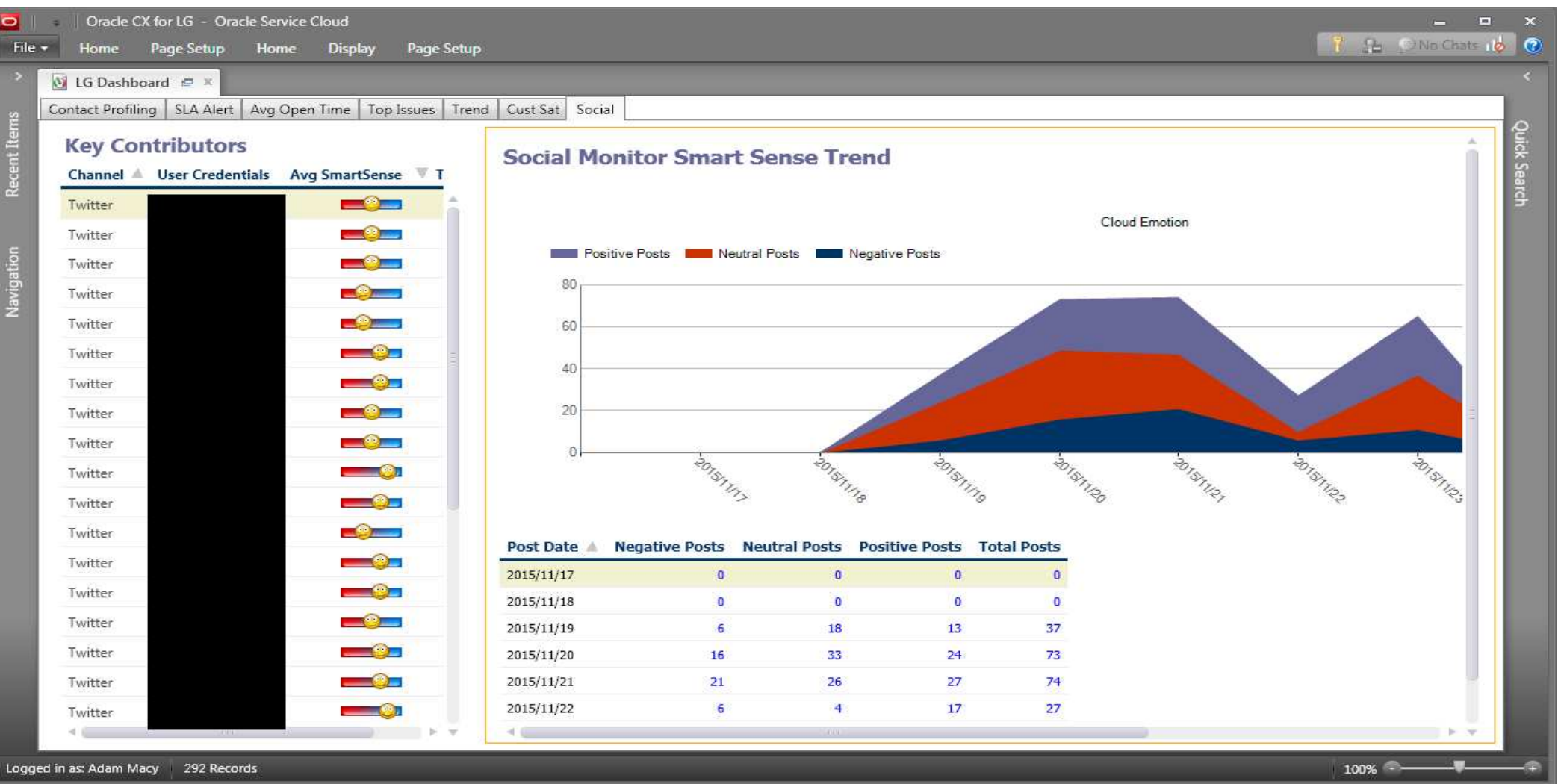
Legend:

- Fly Tipping (Yellow)
- Street Lighting Defect (Green)
- Potholes (Purple)
- Social Care and Health (Red)
- Complaints (Blue)

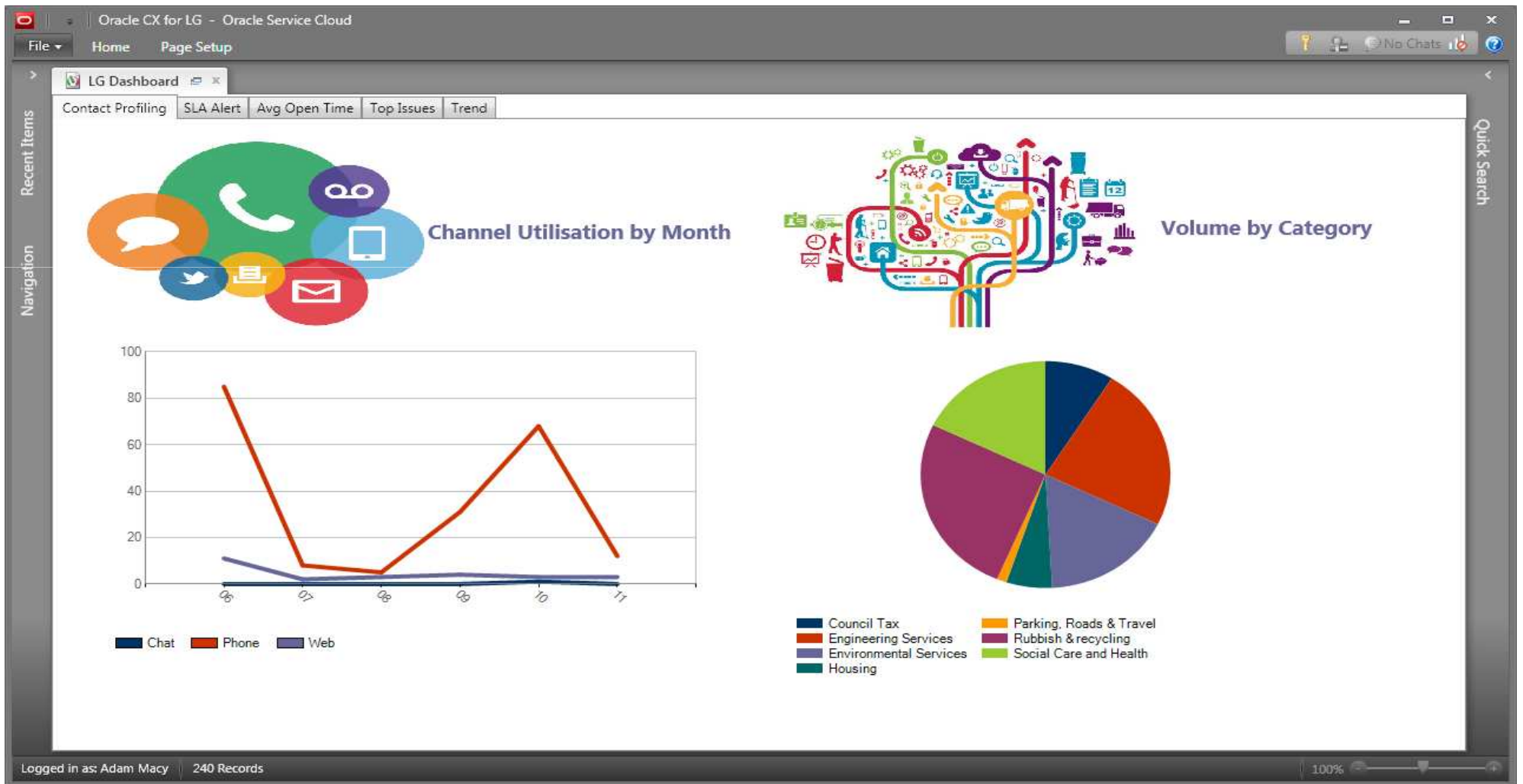
Logged in as: Ian Craig | 100%



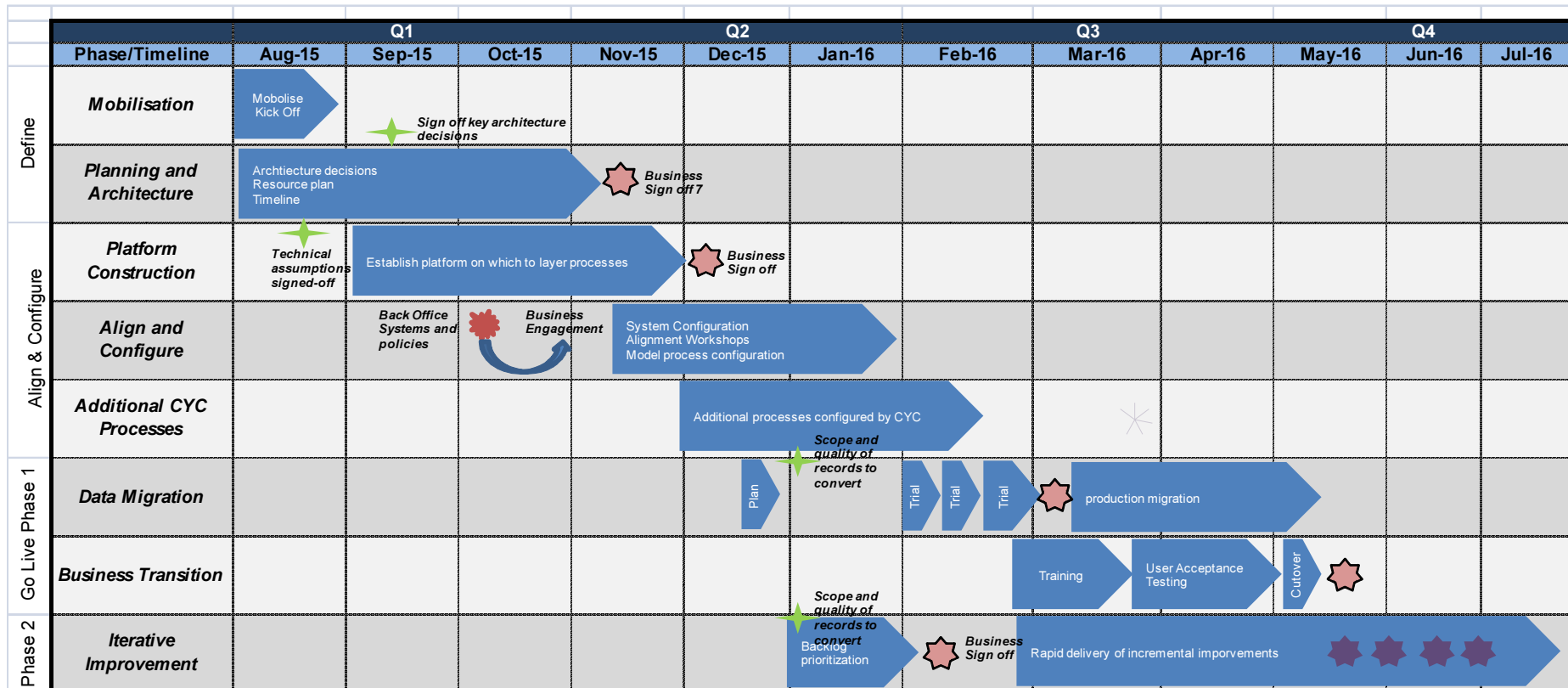
Social Media



Reporting



Project Plan



Next Steps

- DMT visits planned
- Communications plan development
- Development of My Account launch and rollout plans
- First meeting on Strategic Board on 17th December

