

ANNEX J

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 bar 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. Other visible results include "Waste and Recycling" (updated 27/10/2014), "When are my bins collected?" (updated 16/06/2015), and "Garden Waste Collection". 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" and "Give Feedback".



The Customer Portal

What goes in the food wa

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" (text input: "Pay council tax online"), "Category" (dropdown menu: "Select a category"), and "Question" (text area: "How do I pay my council tax online?"). A "Continue..." button is at the bottom left. On the right, there is a "Notification" box stating "Your council tax is due. Click here to pay.", a "Find Answers" search box, and a "Contact Us" section with links for "Contact Us" and "Give Feedback".

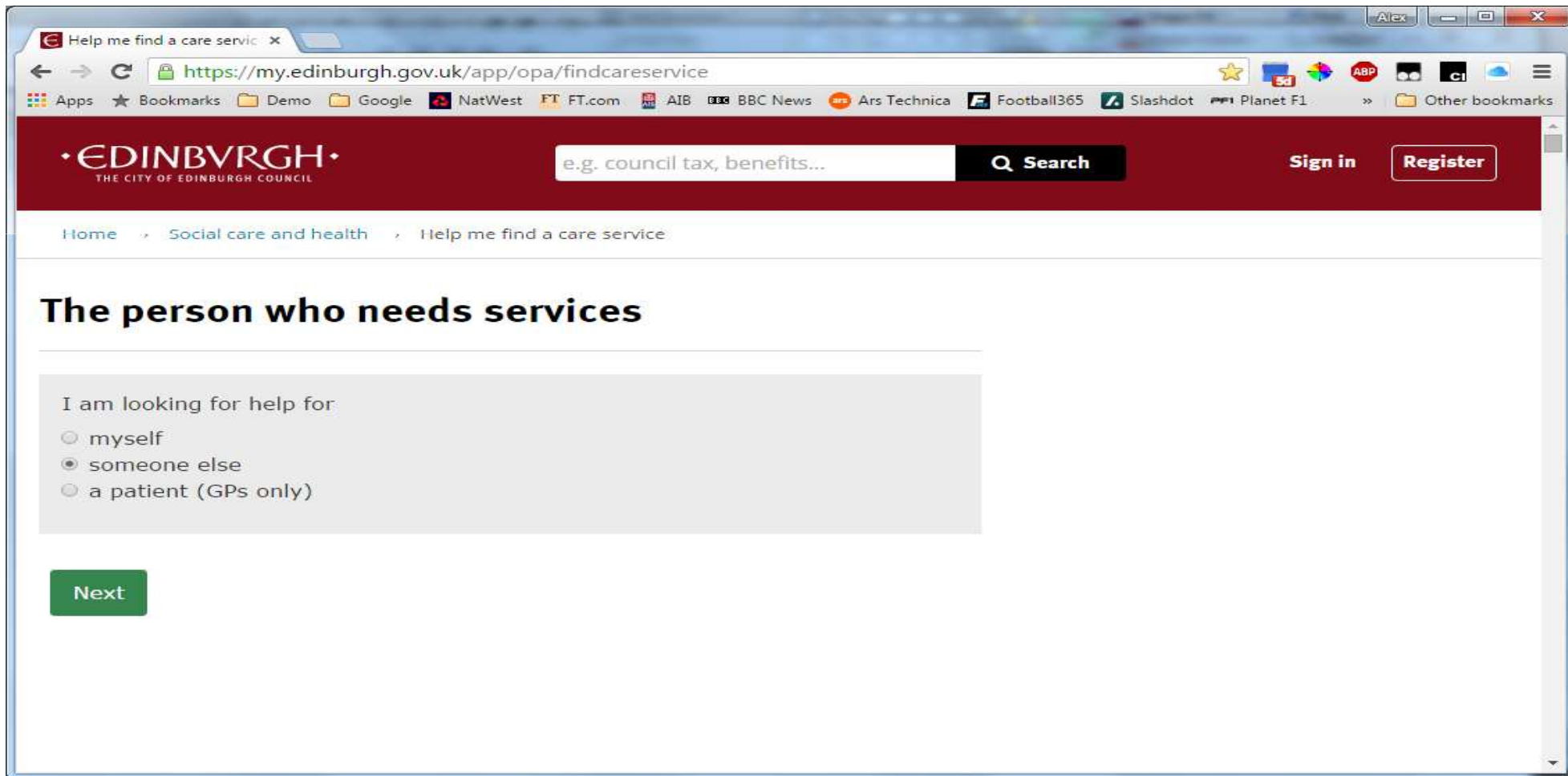


The Customer Portal – Smart Assistant

The screenshot shows a web browser window with the URL `felpersham-council.rightnowdemo.com/app/ask`. The page is titled "Contact Us" and features a navigation menu with "Home", "Contact Us", "Report It", "Request It", and "My Account". The user is logged in as "Arnie Sallinger" with a "Logout" link. A modal window titled "Finish submitting your question" is displayed, containing a yellow warning box that reads "Your question hasn't been submitted yet." Below this, a section titled "The following answers might help you immediately." lists several topics: "How to pay your Council Tax online" (expanded), "Problems Paying Council Tax", "Who pays council tax?", "Council Tax Benefit and Housing", and "Information on Appeals for Council Tax". The expanded item shows the text "How to pay your Council Tax online" and "You can pay your council tax online using your credit or debit card using our [online form](#)". At the bottom of the modal, there are three buttons: "My Question is Answered", "Finish Submitting Question", and "Edit Question".



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

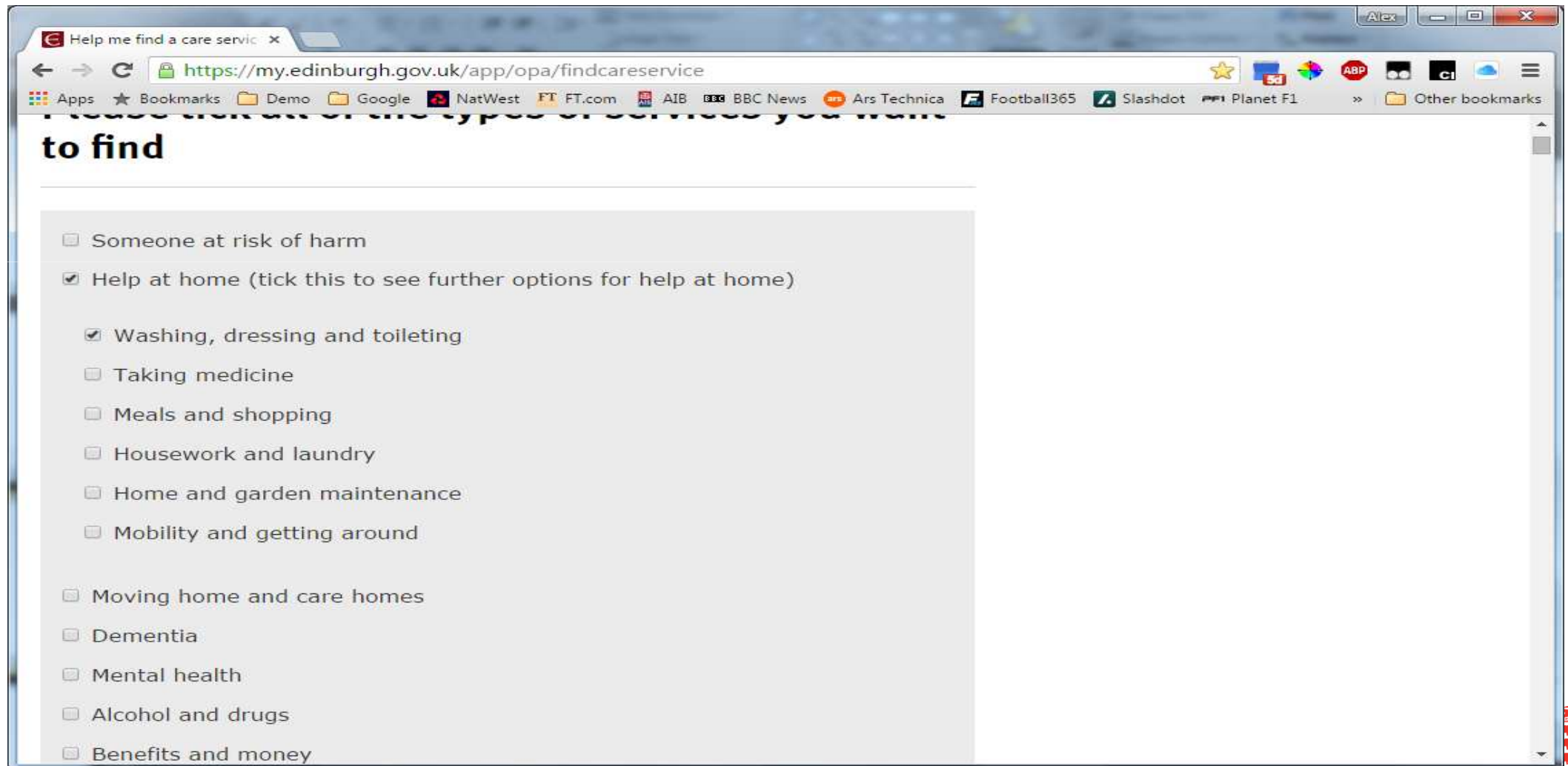
I am looking for help for:

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

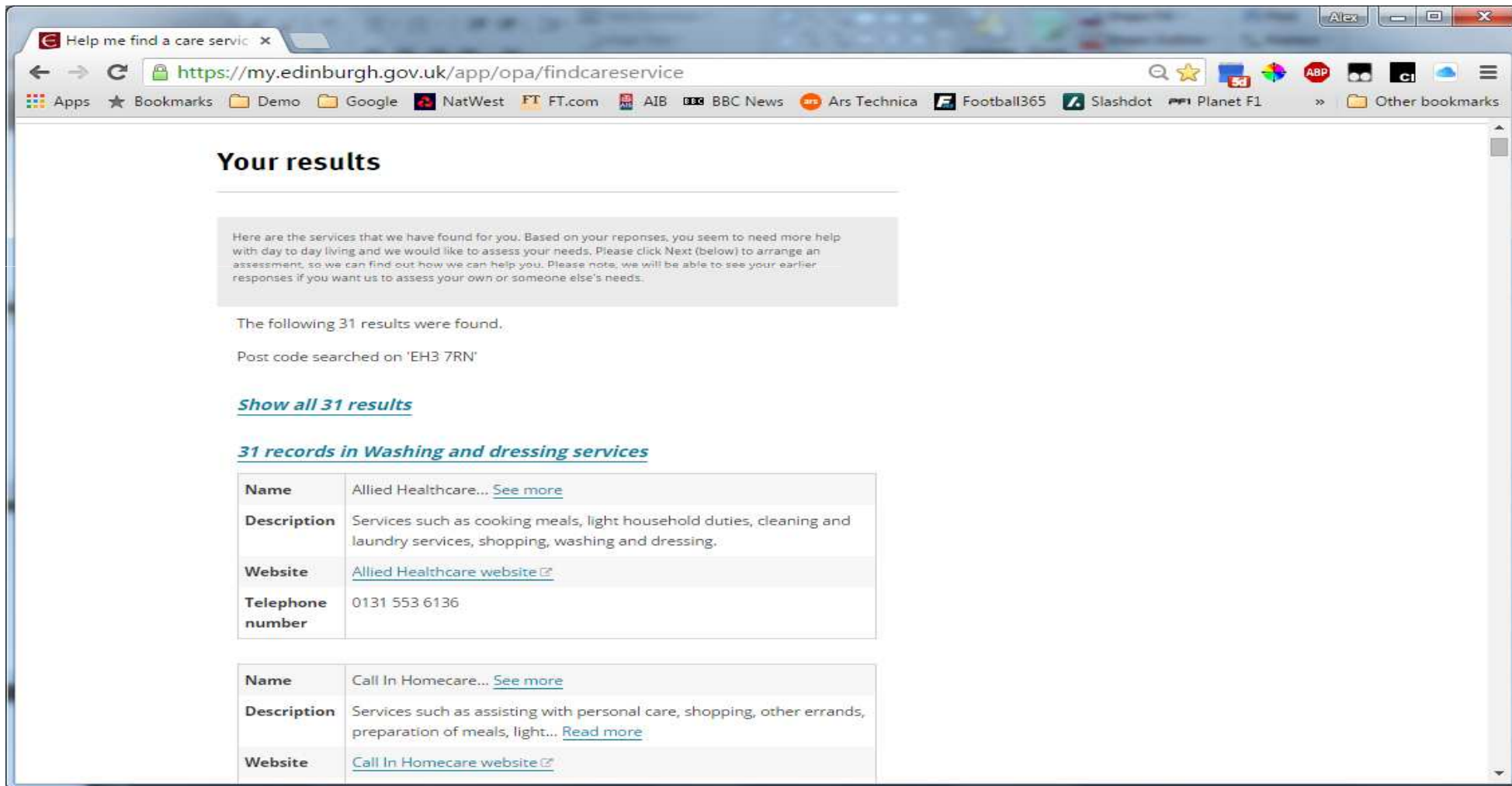
[Next](#)



Online Assessments



Online Assessments



Help me find a care service x

https://my.edinburgh.gov.uk/app/opa/findcareservice

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

Your results

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.

The following 31 results were found.

Post code searched on 'EH3 7RN'

[Show all 31 results](#)

31 records in Washing and dressing services

| | |
|-------------------------|--|
| 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

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

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.](#)

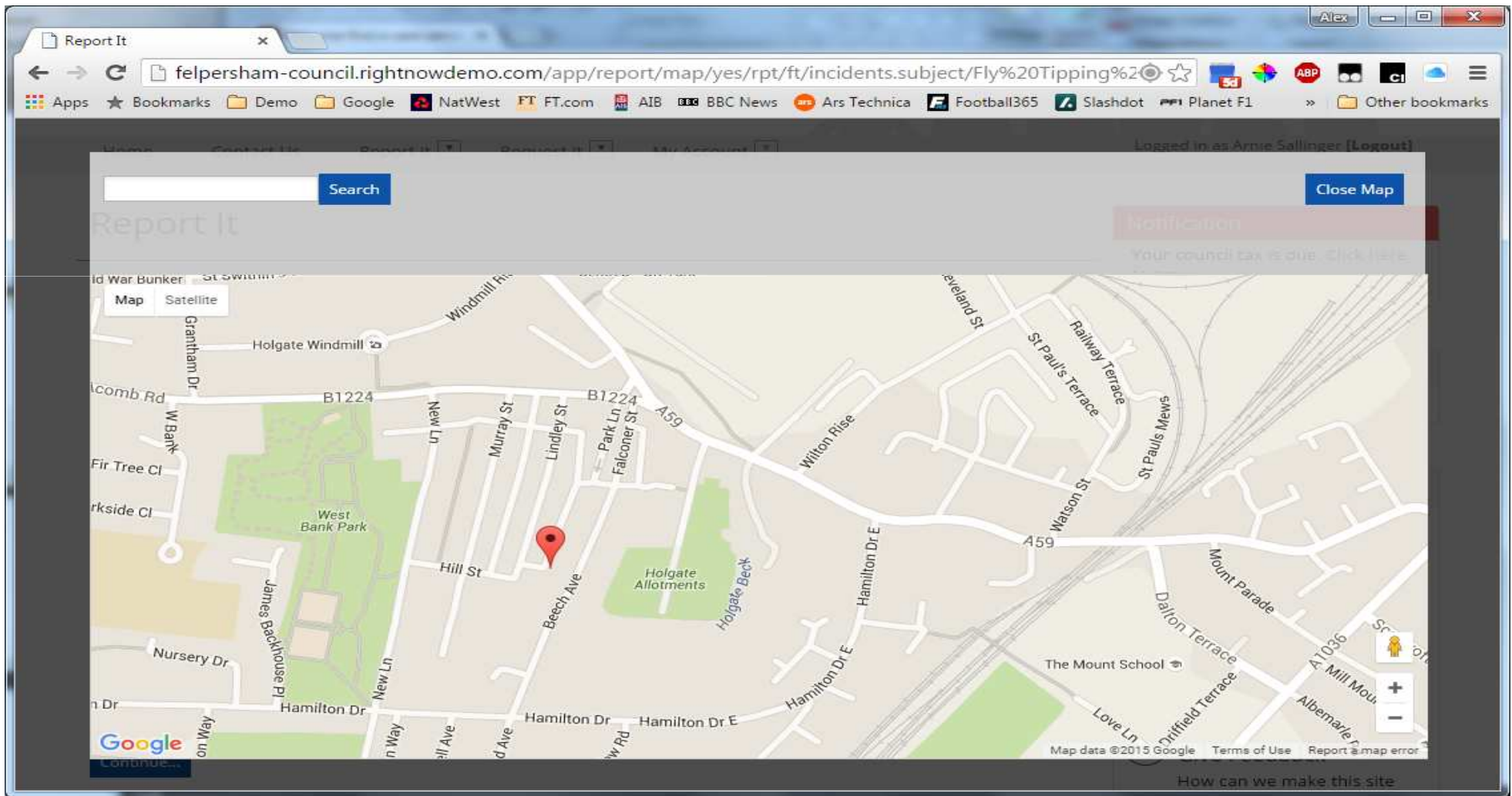
Find Answers
Search

Contact Us

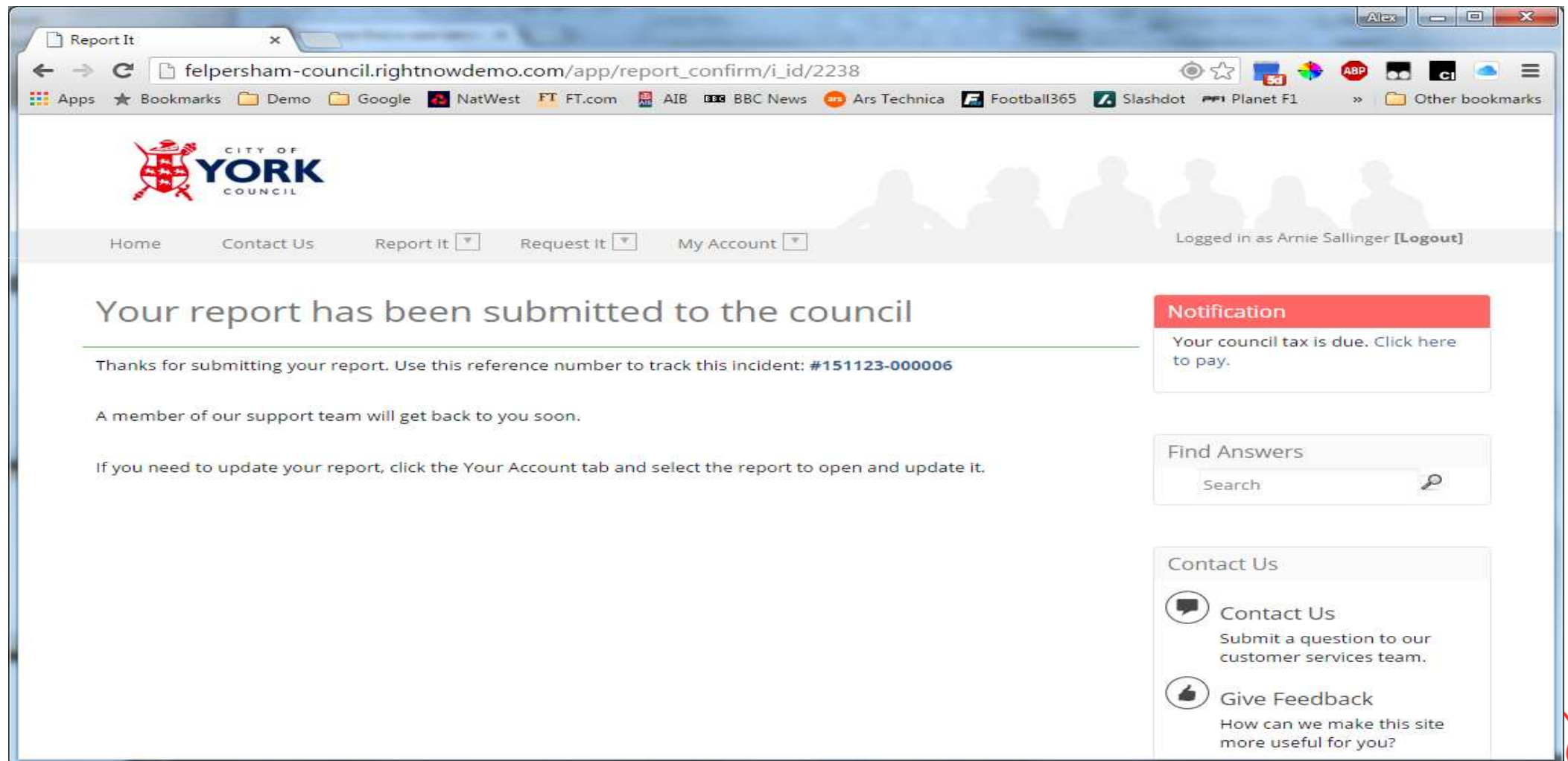
- Contact Us**
Submit a question to our customer services team.
- Live Chat**
Chat with a member of our support team. There are agents available, with no expected wait.
- Give Feedback**
How can we make this site



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?

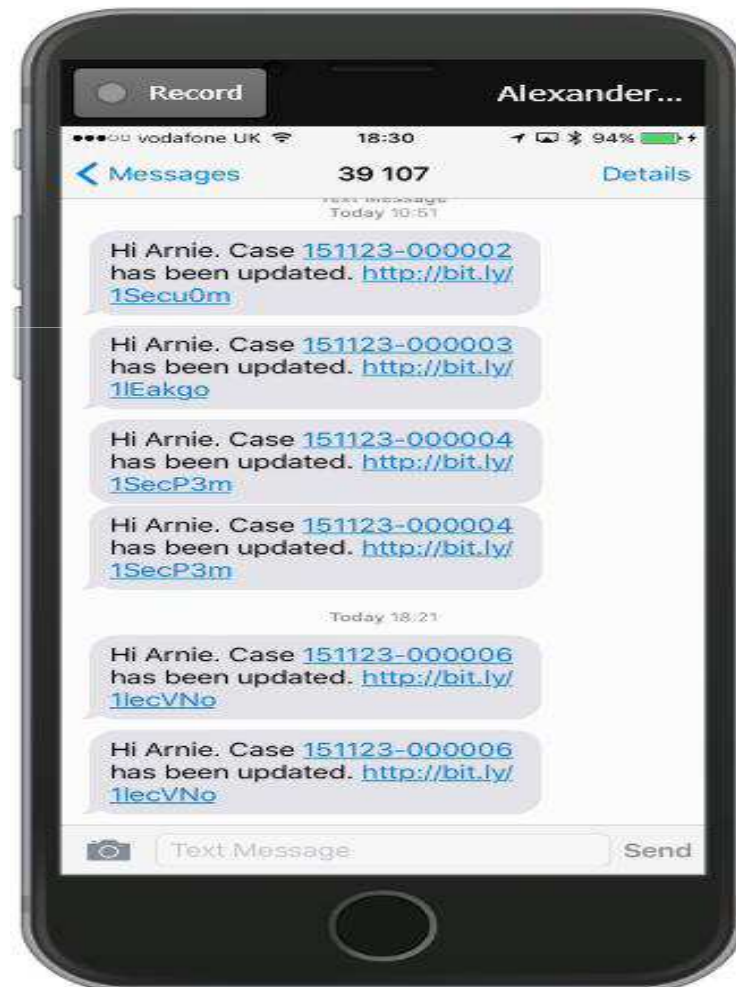


End to End Digital Transactions

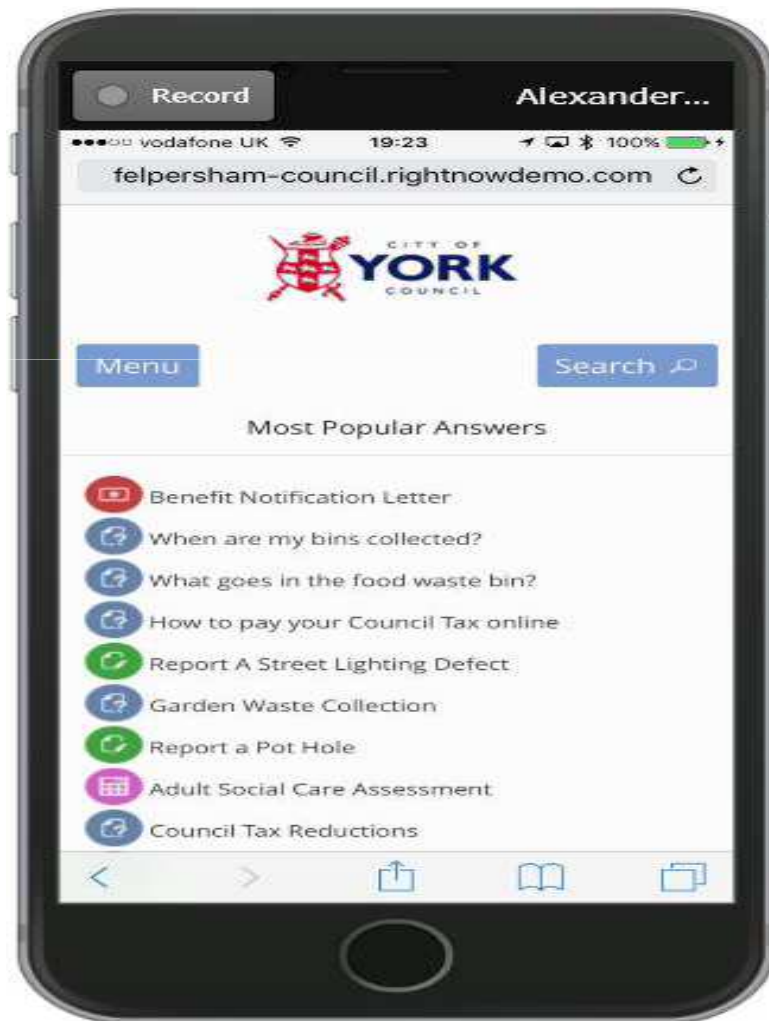
The screenshot shows a Gmail interface in a browser window. The address bar displays the URL: <https://mail.google.com/mail/u/1/#inbox/15133fda95ab5492>. The email subject is "Your incident Fly Tipping Report has been updated to Updated". The sender is "Council Information Services" with the email address <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" sections, 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

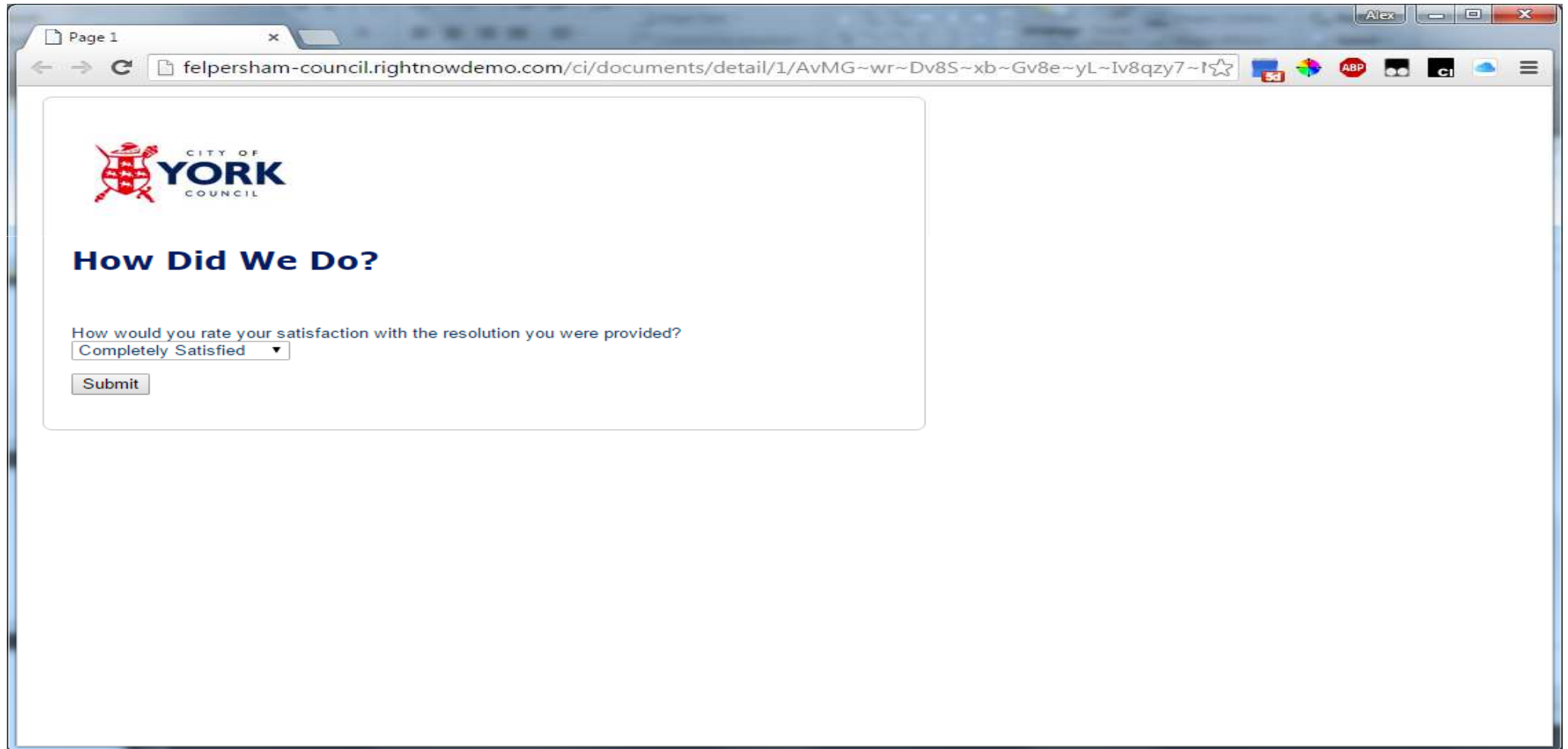
Chat support is available
Chat hours are listed below.

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

Select Language Powered by Google Translate




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

Oracle CX for LG - Oracle Service Cloud

Home

Arnie Sallinger

Recent Items:

Navigation: Service Requests Appointments Tasks Profile Properties Full Record Quick Search

First Name:

Last Name:

Address: [Edit](#)

Mobile Phone:

Email:

MyAccount Username:

System [Audit Log](#)

Profile

Options

TOP 5 ISSUES

| Issue | Count |
|------------------------|-------|
| Fly Tipping | 42 |
| Street Lighting Defect | 29 |
| Potholes | 25 |
| Social Care and Health | 23 |
| Complaints | 16 |

Date of Birth:

Nationality:

Ethnicity:

Gender:

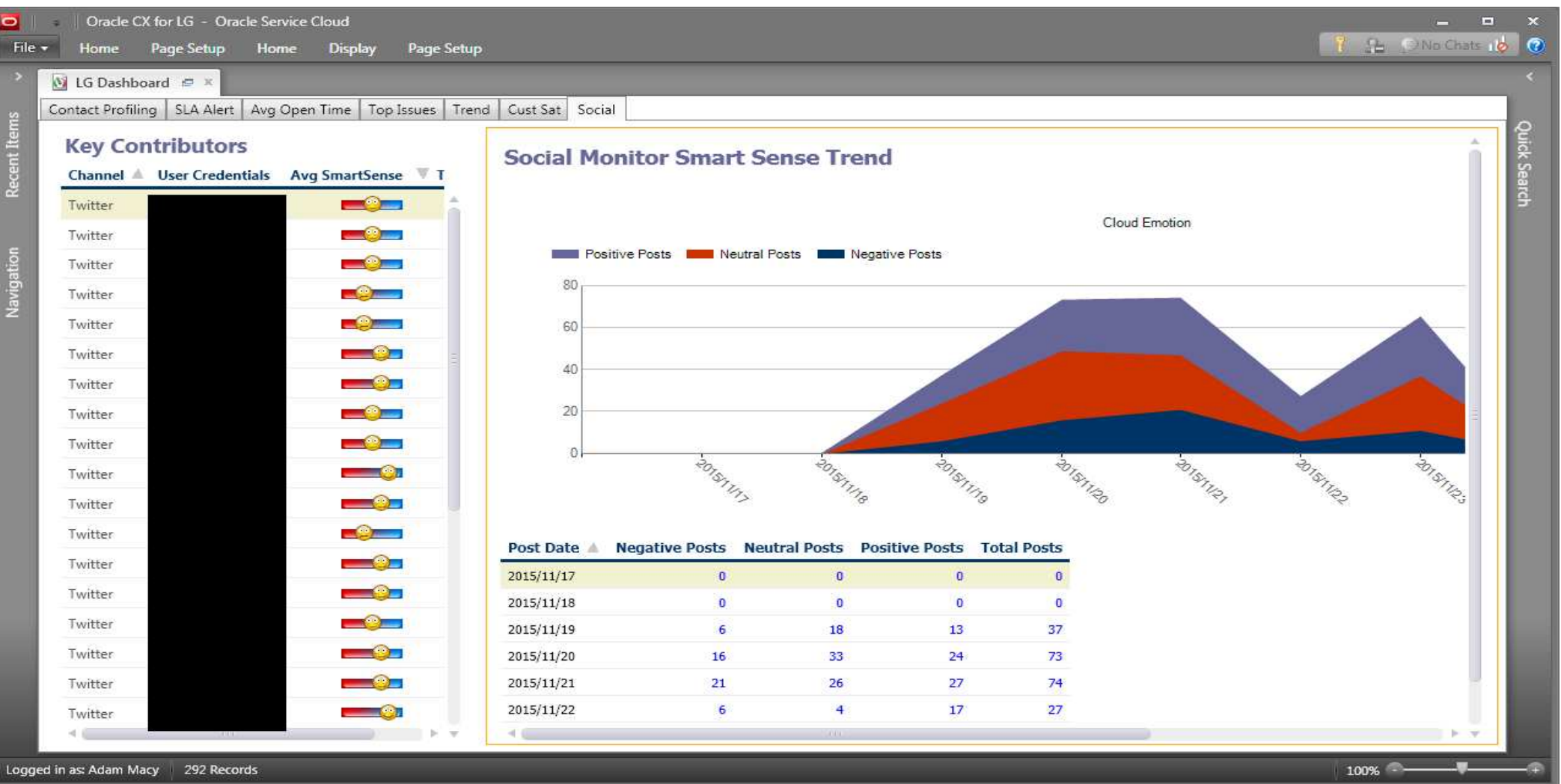
Spoken Language:

National Insurance Number:

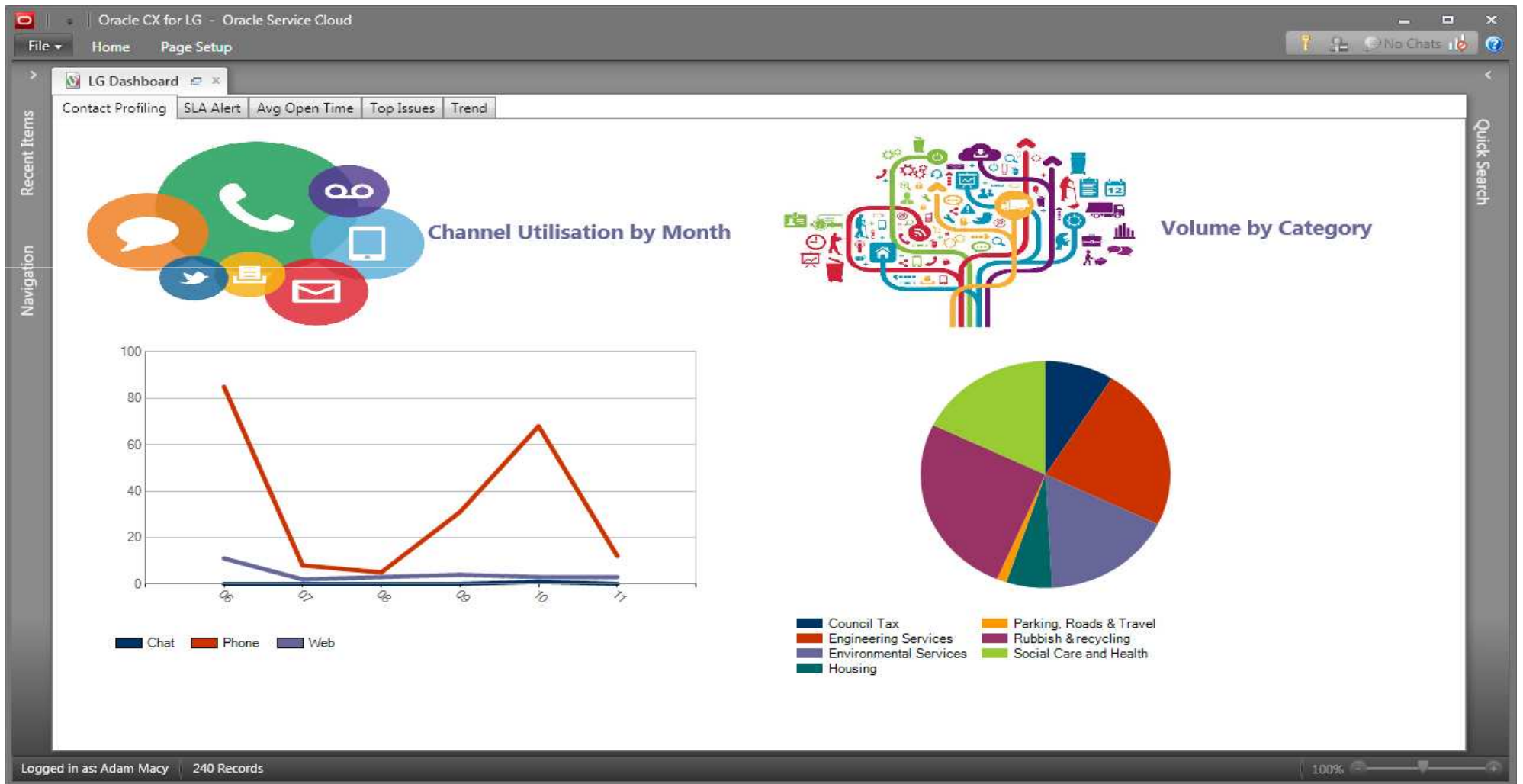
Logged in as: Ian Craig | 100%



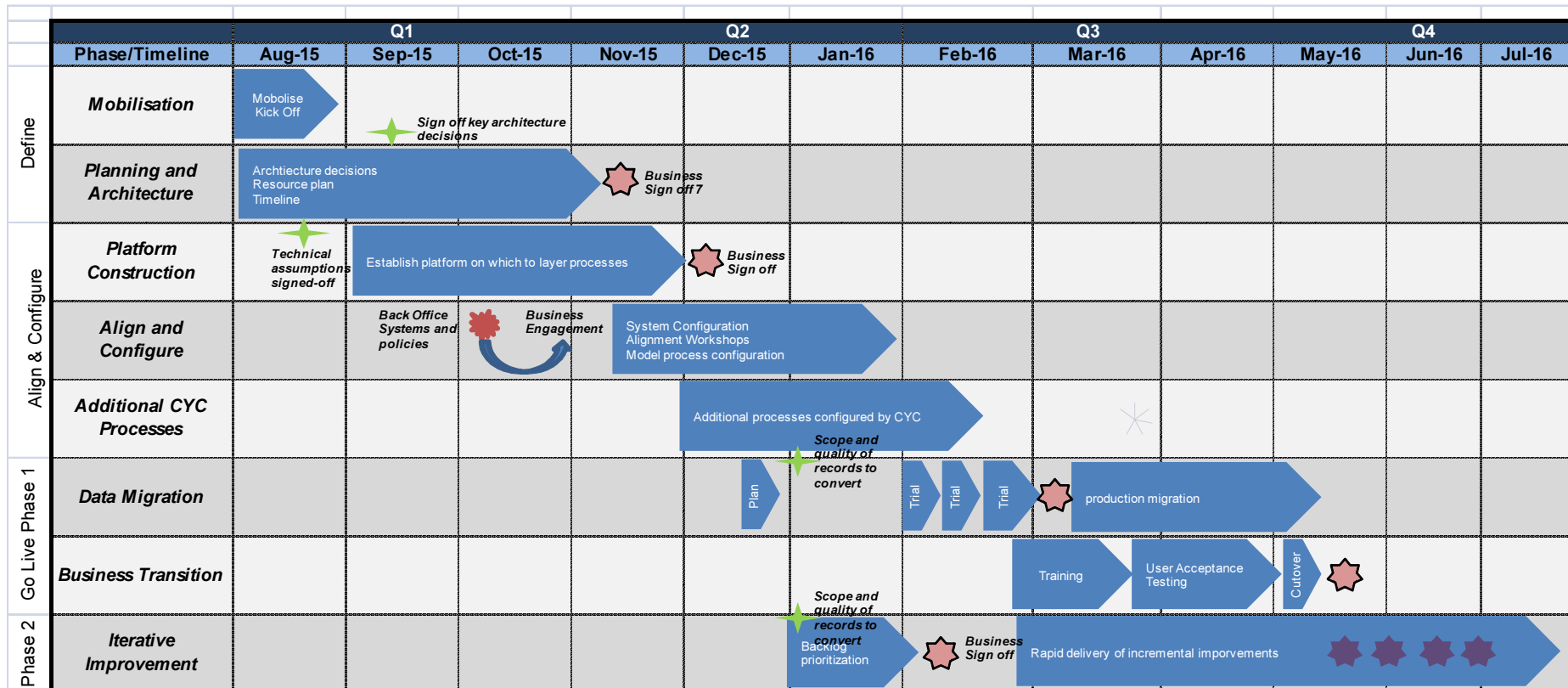
Social Media



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

