

Other Local Authorities contacted & how VR is deployed

Hammersmith & Fulham – Internal and External Calls

Wandsworth – External Calls for Council Tax direct debit set up

Lambeth – Internal and External Calls

Windsor & Maidenhead – Internal and External Calls

Ashford – Internal and External Calls

Potential Further opportunities for Voice Recognition Service delivery

- Payments:** Customers can make payments quickly, accurately and securely at a time convenient to them.
Callers select the appropriate payment they wish to make from the menu
The client or document number references the detail from your back end system
The system validates the amount to be paid
The payment card details are securely captured and passed to the payment gateway
The system confirms payment and issues a receipt number
There are two deployment options - fully automated 24x7 service, or as an order completion service
- Surveys:** Provide your customers the option to respond to tailored surveys and offer you their feedback quickly, anonymously and accurately.
Callers answer a series of pre-defined, closed or open-ended questions
Real-time data availability and download
Can be used fully automated or as a 'warm transfer' from a contact centre agent
- Mail-2-Me:** Facilitate the swift despatch of printed material to callers, without them having to queue to speak to an agent, especially during call traffic peaks. Mail-2-me uses postcode data to confirm caller postal address.
Callers simply provide their name and address details
They select the item they require from a menu
Data on the requested information, together with the postal details, is sent to the back end system for swift mailing
- Reporting:** Members of the public can report service requests, such as missed bins, at any time of the day
Callers answer a series of pre-defined questions,
A report is generated and sent to the back end system for handling by a staff member or contractor (in office hours)
- Locator:** Customers who need to locate, for example, the nearest library or refuse disposal facility, over the telephone, want to do this quickly without having to queue to speak to an agent.
The caller asks for the required facility from the menu
They provide their UK postcode and the relevant information is read back to them
Additional facility information or nearest services can also be relayed over the phone