



ZIPPORAH

The Resource Management blueprint for the

CAN DO COUNCIL

What is a

CAN DO council?

The 'can do' council is what every council should be aiming for! It's the council that does more with less. A 'can do' council finds the right solutions to ensure that not only can a swift reduction in expenditure be achieved through a single change, but the thought process is in place to ensure that any solution being introduced can offer more opportunities for change as the months and years go on. It's a council that is looking to ensure its solutions solve as many problems as possible in the fastest way. For many councils they look at the immediate need and miss the opportunity to fulfil longer term goals.

The 'can do' council thinks of today, tomorrow, and the future!

The 'can do' council is a council that understands the key difference between cost and value - knowing that seeking value is a harder task but often brings greater reward. This is the council that wants a partnership that develops and seeks out the most talented suppliers to deliver on those partnerships. It's the council with vision, the council with drive, and the council who 'can do'... even if this is challenging. The council that led the way in innovation, whilst others follow. The councils that innovate their partners to consider new ideas benefiting all. The councils that have a plan and will to see it through.

What is a 'can do' council achieving when managing CUSTOMER SERVICE AND APPOINTMENT BOOKINGS?

Your customer services and appointment services are a key public-facing council service and the point of contact where citizens instinctively contact their local authority - a center to drop in for enquiries to emergencies, positioned very much as the beating heart of an authority. Whether for homelessness inquiries, queries on assistance with Council Tax, benefit schemes or just to pick up forms and ask questions - customer service is the public face presented for the local authority.

The council that does more with less

A 'can do' council is maximising and analysing this contact. It is constantly assessing the best way of delivering the public-facing function in an environment where more services and many central government decisions are being pushed to be implemented and realised. With more services as an expanding remit of local authorities, the contact centre needs to manage more enquiries of more different types without increasing costs. The 'can do' council is thinking carefully about the delivery of these services, it doesn't want email enquiries simply being sent through by forms where an

outcome can be achieved or more information can be provided. The 'can do' council customer service is assessing the contacts received to ascertain whether they are rightly serviced through appointments or whether they need to be directed to information more easily.

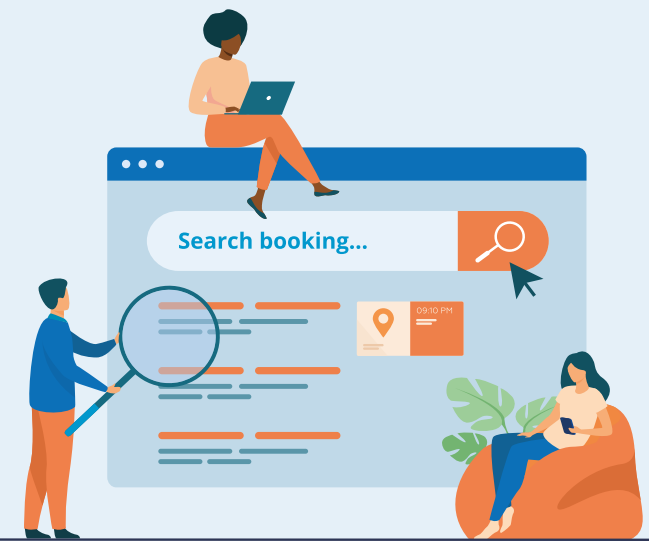
The council that never sleeps

Customer services are conscious that access to their services and support may be required 24/7 and are creating a council that never closes by encouraging greater online options for services. As a core function that feeds throughout the council, and an area that will deliver on new initiatives - customer service recognises more than most that the need for adaptable solutions to deal with evolving requirements and new services is a priority in any system they use.

Customer services know that a good set of APIs will be key to allowing them to extend everything from their reporting requirements to connecting up resource management with the rest of their core systems.

Maximise your resources

The 'can do' council customer service department will also appreciate that it's not just booking appointments - they will see that managing the resourcing around these things is also important, and linking these things up so that an online booking isn't in isolation it should carry through to the point of arrival and beyond. They will want to ensure no double bookings, they will want to manage the right appointments to the right resource without needing to create excessive calendars, they will look at multi-lingual options to help their citizens access services more easily, and they will want methods of getting supporting information from their citizens quickly without needing things dropped off so that they can prepare for appointments swiftly.



How can Zipporah help TRANSFORM your council?

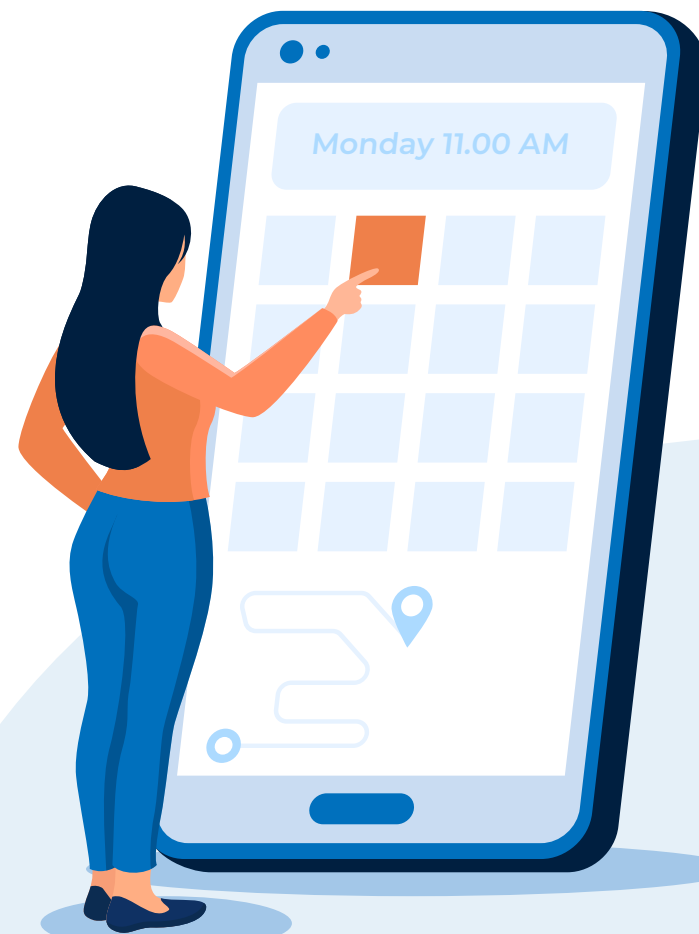
Flexibility – Whether it's with our vastly configurable system that lets you define your own calendars, appointment types, and questions for appointments or our API allowing you to connect third-party systems into booking processes or gather relevant information together to perform ad hoc reporting. Zipporah offers flexibility at a level you will not expect, whilst also giving you levels of function and logic others cannot compete with. These are going to be key for immediate note and to deliver a solution that gives future usage without needing major rewrites or finding limitations from your supplier. Key to any 'can do' council.

Flexibility and functionality to manage your appointments

Functionality and process – Whilst the system offers supreme flexibility it also delivers award-winning functionality. Defining which staff can handle which appointment types is all available as standard to allow for allocating the right staff - if you need to allocate a room as well as staff for those appointments then this is available in your config to ensure that a room is available to offer the appointment. Managing your resource successfully without needing extensive manual manipulation of your appointments is what the Zipporah system delivers to give you control.

Online cancellation and amendment – Let your customers keep you informed, and ensure that appointment optimisation is achieved by letting your customers, reminded automatically by the system, cancel their appointment if it's not needed or reschedule it. As a 'can do' council you don't want appointments wasted so, you will also want to use Zipporah's task feature to ensure that the activity you wish your customers to perform before an appointment is reminded to them, whether it's a general task for all appointments of a given type or a specific activity for one individual's appointment manually added.

The Zipporah **document upload** feature will let you open your 'can do' council to customers to update documentation at the time of booking or any point prior to the booking taking place 24/7 - allowing you to reduce the need for drop-ins, better prepare for appointments or ensure that appointment times are maximised to improve your stats and your customer satisfaction.



How can Zipporah help

TRANSFORM

your council?

Workflow – Appointments, as a ‘can do’ council, will link through to your colleagues in departments so that they can interact freely with you. Whether it is customer service sending activity to them in order to check data so that you can simply get it signed off as ready for payment before issue so that your customer is sent their payment email where they can pay for service at the click of a button to trigger the next stage. If it is more complex and your registrar’s department wants your assistance in ensuring that all MCCDs have been received and chasing informants to ensure they are making a death registration appointment then that is available too. With Zipporah your ‘can do’ council is letting you do more to support your citizens and your departments.

The hub of your departmental operations

Check-in – Why would the ‘can do’ council who want to get customers making bookings then find themselves struggling with the fact that customers are joining queuing systems on their arrival creating confusion and ill feeling? They don’t. They use the self-arrival facilities of Zipporah or its APIs for integrating the appointments into their queuing system providers. For those who aren’t tied into a queueing system contract, they use the queueing system that Zipporah provides with full call forward and queue reporting and management. Why put these things in different systems when you can manage them all at once?



Visualise to optimise

It’s inevitable that once using the Zipporah system you will want to do more, so, when taking more and more bookings every day the monitoring of statistics and resource use reporting will become more important than ever to get the most out of your resources. Zipporah offers a comprehensive visual reporting suite that allows you to view any data or information you deem fit for example;

- No shows
- Utilisation of resources
- Yearly, monthly, and weekly comparative percentages
- Financial reports

As with any Zipporah system, everything is controlled and defined by you.

Build the system that you need!

**All under your control,
all the time**