

CAPITA



Contact Point

Software CAN help you put customer service first

Serving customers to a high standard from the outset of a business relationship is something we all strive to achieve. It is widely recognised that Department of Communities and Local Government (CLG) directives have firmly placed customer service and satisfaction in the spotlight for those housing organisations wishing to achieve a top tier.

In today's arena, housing organisations are facing a variety of constantly evolving challenges; rapid growth, organisational change and a push for greater customer satisfaction are all key factors amongst those challenges. In response, Capita has developed a solution to support housing organisations in meeting these challenges.

Contact Point is a module providing a full overview of citizen and property data held in the Capita Housing system. It uses clear, easy to understand screen layouts, displaying key information to your staff, allowing them to quickly and easily deal with customers' queries.

What does it do?

- Enables users to easily see a history of all customer contacts and outstanding actions for those customers
- Assists with identifying resolution paths for the varying types of housing activities presented to staff
- Records all progress, including reporting on how long customer queries take to complete
- Enables seamless booking of Appointments for customer visits from the desktop (via Capita Appointments)
- Integrates fully with Capita Housing. Information can be retrieved and Officers can initiate actions direct from the desktop, such as logging requests for housing applications, property repairs and housing advice requests.

Benefits of Contact Point

- Easy installation – being part of Capita Housing there is no additional product to role out and support
- Seamless tracking of customer contacts and monitoring of your team's performance
- Familiar look and feel – existing Capita Housing users require less training to use the system
- Comprehensive reporting functionality - all existing estate, property, tenancy and estate management databases can be accessed.

Using Contact Point for Capita Housing can ensure your organisation continues to support your tenants in an ever-changing world, utilising your flexibility and capability and letting you see the big picture.

To learn more about how software CAN put your customer service first, contact the Capita Housing Team!