CAPITA

Integration Portal

Capita's Integration Portal enables local authorities to improve customer service, reduce avoidable contact and eliminate duplication in both the front and back offices.

Local authorities are constantly striving to become more accessible to their customers through their provision of integrated call centres, one-stop shops and outreach centres. Increasingly, there is a need to gain efficiencies and achieve cost savings. To operate in this environment, accurate and up-to-date information must be channelled from the back office to the point of customer contact.

Capita's Integration Portal is designed to help local authorities balance and achieve the related, but often contradictory goals, of:

- simplifying public access to Revenues and Benefits support
- improving the citizen's experience when resolving queries
- increasing the return on investment in both customer facing and back office systems and staff resources.

The Integration Portal enables front office staff to access up–to-date citizen, account and claim detail information contained within Capita Revenues and Benefits. This unique system uses a web-based form interface specifically designed for non-Revenues and Benefits professionals.

Incorporation of the Integration Portal into all major Customer Relationship Management (CRM) systems allows for streamlined access to Revenues and Benefits information.

Using the Integration Portal, customer service advisors are able to assist with common queries such as the outstanding balance on a Council Tax account and any details of benefit awards and payments.

Citizen details held in the back office can be updated through the Integration Portal. For example, Direct Debit details and change of address information can be amended using the Portal and transferred directly into Capita Revenues and Benefits, therefore eliminating the need for data to be manually re-keyed.

Key benefits of Integration Portal from Capita:

- Minimised customer contact time – front office staff are equipped with the information needed to resolve calls first time, improving your customer services, and satisfying your customer faster and in the first instance
- Improved customer service – advisors are able to answer common queries without the need to pass calls to the back office. Queries are resolved faster, improving the customer experience
- Elimination of duplicate data entry – data captured at the point of customer contact is transferred to the back office system, eliminating the need for it to be manually re-entered by Revenues and Benefits professionals. In some cases the data may be automatically processed
- Maintained data integrity – only carefully selected data may be updated. Dependent upon the data type, information can be captured and updated in real time or updated following moderation by a member of the back office
- Improved call monitoring – integration with CRM enables the tracking and monitoring of Revenues and Benefits telephone enquiries, enabling management to identify problems and improve business processes
- Rapid, cost effective implementation – Integration Portal can be implemented within days without the need for lengthy projects involving expensive technical resources, delivering savings sooner
- Modular solution – the Integration Portal is provided as a modular solution enabling authorities to match the Portal with their requirements. New modules can be added as and when requirements develop
- Minimal training requirements – forms are designed for use by non-Revenues and Benefits professionals. A clean, straightforward interface helps advisors quickly find the information they need
- Reduced burden on back office staff – Revenues and Benefits professionals can focus on the administration of Revenues and Benefits rather than answering customer queries.

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