



R E M E D Y

Citizen Response

Modernizing Service Delivery through Effective eGovernment

Federal/Central Government Agencies Use Remedy Solutions to:

- Collect economic survey data from businesses
- Manage citizen complaints from telemarketing organizations
- Track and resolve consumer complaints concerning financial institutions
- Respond to requests from program beneficiaries for information on entitlements
- Manage employee requests for health insurance and pension benefit information

State and local governments use Remedy solutions to:

- Record, track, and resolve citizen inquiries and requests
- Provide ubiquitous access to citizens whether by kiosk, walk-in, phone or Web
- Consolidate citizen inquiry history for better responses
- Meet Service Level Agreements in responding to information requests from the public
- Help agents improve productivity and performance

The performance expectations for government services continue to change dramatically. Citizens and businesses expect service that rivals the best commercial operations, regardless of whether their interactions are with a central government, local government or other public body. To address this need, government entities of all types have turned their attention to the customer service components of Customer Relationship Management (CRM). Sometimes termed Citizen Relationship Management (CzRM) to delineate the differences employed within the public sector, this approach to working with customers focuses primarily on the improved service delivery aspects of CRM to meet citizen expectations while managing costs and improving staff productivity.

Remedy Citizen Response was designed to help public organizations respond to this challenge. It has been built on the same technology Remedy provides to commercial call centers, yet specifically tailored to the needs of the public sector. Whether you represent a central, provincial, state, or local government, the powerful features of this application can provide exceptional, closed-loop resolution to citizen or business inquiries.

Remedy Citizen Response enhances public perception of government by enabling faster, more consistent, and more accurate responses to citizen requests. While these capabilities help improve customer satisfaction, the powerful problem resolution tools and efficient interface also increase employee productivity, reducing the costs of operating your call center. Further, the ability to improve communications and integrations among departments allows a more “joined up” approach to information sharing and ensures issues and inquiries are resolved more effectively the first time.

Citizen Inquiry Management

Remedy Citizen Response provides a fast, convenient way to log and track citizen issues, suggestions, and

requests for information—whether received in person, by telephone, email, fax, or the Web. It enables your support staff to quickly log inquiries, review call histories, view attachments (such as forms or other documents) and search for solutions. Remedy Citizen Response can also automatically assign issues to appropriate support representatives based on the criteria you specify, ensuring requests get assigned to the right person, at the right time.

Remedy Citizen Response will help automate your follow-up support processes. This enables you to provide closed-loop resolution to your citizens and present a cohesive approach to information integration. For example, the product provides continuous acknowledgement or status updates on citizen inquiries, even if an inquiry is passed to another department. When the issue is resolved, Remedy Citizen Response can automatically notify the caller or set up a callback task.

Citizen Access

Citizens want access to you or your systems anytime and from almost anywhere. With Remedy Citizen Response, you can choose to provide the public with Web and email access to request service or report issues. You can even allow them to search a knowledge base for policies, procedures, and answers to frequently asked questions. This capability not only improves the services you provide, but it can help reduce the number of calls into your call center, easing the strain both on the number of support staff required and on budgets.

Improve Agent Productivity...Manage Costs

Remedy Citizen Response is equipped with features aimed at improving agent productivity. These features include the following:

Automated Scripting for Data Collection

Understanding what information to gather is critical to resolving inquiries correctly. However, requests can be quite varied, making the training requirements for front-line staff very demanding. This situa-

The Remedy Customer Service and Support suite for the Public Sector includes:

- Remedy Citizen Response
- Remedy Service Level Agreements

In addition, you can increase the value of your investment with these AR System options:

- Dashboards*
- Remedy Enterprise Integration Engine

System Requirements

- AR System version 5.1.2 or better
- Relational database
- 512 MB server RAM
- 320 MB server disk space

To take advantage of Web capabilities, you must meet the necessary systems requirements for the AR System 5.x Web-Tier (Mid-Tier).

You'll find detailed installation information on Remedy Customer Service and Support at <http://supportweb.remedy.com>

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tion can impact the ramp-up time for newer employees and test the memories of experienced staff. To address this, Remedy Citizen Response includes intelligent scripting that guides staff through the process of obtaining and recording data from citizens. As the data input changes, so do the follow-up questions, ensuring the right information is gathered to resolve the inquiry more quickly.

Knowledge Base

The built-in knowledge base leverages time previously invested in solving difficult citizen problems by storing solutions in an easy-to-retrieve format. As information is gathered, a click of a button will provide agents with possible solutions. This allows your staff to respond more rapidly and increase issue resolution on the first call. Knowledge base search solutions are prioritized based on frequency of use and can also be categorized by topic, source, and request type. The knowledge base also helps maintain “institutional knowledge” and it helps newer representatives become productive more quickly.

Easy-To-Use, Dedicated User Consoles

An application must be easy to use in order to help increase productivity. Remedy Citizen Response uses a task-oriented approach, combined with dedicated user consoles to enhance the productivity of agents and supervisors. Your staff can log information and get answers quickly because information is intelligently displayed on a single screen to reduce the time spent searching through multiple forms. Supervisors can access a visual representation of call center performance so they can make adjustments before service is impacted.

Integrations Increase Effectiveness

Public Sector organizations often have a wealth of legacy systems in place that have required significant past investment to build. While Remedy Citizen Response has been designed as a full-featured application for improving citizen satisfaction levels, the ability to integrate to these other systems can further enhance the effectiveness of your overall solution and continue the return on those prior expenditures. To do this, Remedy provides a number of tools to facilitate integrations. All Remedy applications are completely Web-Service enabled. Web Services is one of the latest technologies available for integrating enterprise systems quickly and affordably—making Remedy applications amongst the easiest applications to integrate with other products.

Product-specific integrations have also been provided to other applications to further extend our core application capabilities. For example, Remedy Service Level Agreements helps you define and manage performance down to the individual inquiry level for either internal or external benchmarks. Other product specific integrations have been built to external applications and devices, such as phone switches, interactive voice response systems, consolidated queuing or GIS systems.

Built on the Remedy Action Request System

Remedy Citizen Response offers extensive out-of-box functionality that enables you to get up and running quickly. Furthermore, because it is built on Remedy's highly adaptable Action Request System*, you can easily implement your own, proven business practices and tailor the system to meet your own unique business needs. It is this business process automation capability that creates the difference between simply logging/recording calls and providing a truly reliable and seamless closed-loop support process that can cross departments and systems. The Action Request System has also been built to support your efforts to easily adapt your application to meet new citizen expectations. This makes Remedy Citizen Response the industry's most adaptable government-focused citizen support solution, enabling you to consistently deliver superior service without damaging your budget.

About Remedy, a BMC Software company

Remedy, a BMC Software company, delivers Service Management software solutions that enable organizations to align internal and external service and support processes to business goals. More than 10,000 customers worldwide, from small and mid-sized businesses to global enterprises, have chosen Remedy's IT Service Management and Customer Service and Support software to automate their support processes, improve service levels, manage assets, and lower costs. Remedy's highly flexible, best-practice applications enable enterprise-wide Business Service Management and allow customers to easily adapt to unique and changing requirements. Learn more at www.remedy.com.