



SeAP@net

Customer Service Generic Features



eGOV - Electronic Government

OVERVIEW

Having integrated information, in the relationship between citizen and a public institution, brings added value to both entities.

Have you ever imagined to have a person's or entity's whole matters and processes information, in your organization?

Have you ever imagined to have all details of matters previously handled, at the right moment you need them?

Have you ever imagined to have a easily usage tool to analyse and track the tasks you committed yourself to do, after doing the customer service?

ANO turns this dream into reality with a product: the SeAP@net.

This product allows the attachment of all citizen's documents and processes as soon as a meeting or citizen care service is scheduled.

You can consult all details of each scheduling, meeting or citizen care service.

Everywhere and always!!!



CRM (CUSTOMER RELATIONSHIP MANAGEMENT) TO ATTEND THE CUSTOMER ANYWHERE, AT ANY TIME



CUSTOMER SERVICE AGENDA INTEGRATED WITH THE BACK-OFFICE



INTEGRATION EITHER WITH ANO'S BACK-OFFICE SERVICES OR THE CUSTOMER'S EXISTING ONES



Empresa certificada
ISO 9001 | ISO 27001 | ISO 20000-1



FEATURES & BENEFITS

The SeAP@net is a web service portal which has a component of Intranet and another one in the internet allowing the citizen to Schedule meetings and citizen care according to a calendar of resources and availabilities previously defined. In the Intranet we allow services (secretaries, directors, public care service, etc) to Schedule meetings and audiences based on the availability.

In both situations the system attaches all available information about the citizen.

EASY RELATIONSHIP BETWEEN CITIZEN AND PUBLIC ENTITY

This Portal opens a channel with direct access to people or departments of the organization. Each person that provides citizen care leaves his/her public agenda in the Portal and each citizen can Schedule a meeting writing the identification and the subject along with the time and date of the appointment.

MEETINGS SCHEDULE PORTAL

Scheduling a meeting can be addressed to a person, a department, a manager, etc and it may have a fixed schedule or on an order of arrival basis. When the meeting Schedule remains in waiting list, the citizen will be notified when it is confirmed.

ACCESS TO THE HISTORICAL DATA AND CITIZEN'S RELATIONSHIP MONITORING /TRACKING

During the meeting The SeAP@net provides a Portal interface where it is possible

To consult all matters related to the citizen, all current processes, received and sent documents, exchanged messages, previous meetings historical and the issues dealt that are still opened or already closed.

AUTOMATIC INTEGRATION OF THE DEALT ISSUES, IN A MEETING OR AUDIENCE, IN THE INTERNAL WORKFLOW

After a meeting a report is issued with the conclusions and the issues dealt. The reports that need to be followed are automatically sent to the back-office.

ALERTS OF ISSUES SENT BY THE SeAP@net

If the customer uses ANO back-office systems, whenever a issue is redirected to the internal workflow, the person or department that receives it is automatically informed through a signal of "new process" with the information of origin, subject, priority given and required action.

This work method enables efficiency gains and high quality in customer care service processing.

INTERNAL SCHEDULE TOOL

The SeAP@net is also an important tool for departments secretariats and respective management. The customer care service management is done based on personalized agendas and their availability . the information on the citizen that requires a meeting or audience is automatically provided, whenever the citizen is already known in the system.