

A DIGITAL SERVICE PLATFORM FOR COUNCILS



DYNAMICS 365 FOR COUNCILS

A community engagement platform powered by Microsoft Dynamics 365

The solution is designed with Local Government insight and demonstrates a digital platform that is scalable to the future needs of the evolving community that want to engage with Councils via digital channels.

Key Features include

A responsive design web portal that natively integrates to Dynamics 365 and includes templates for

- Social media integration
- Live chat
- Location services
- SMS and email integration
- Workflows and business rules
- Service request templates
- Permit templates
- Payment gateway integration
- API's for integration to Line of business applications
- Local and open authentication
- 43 languages
- Scalable solution built on Microsoft Dynamics 365 platform
- Web portal for community and contractors

Overview of Dynamics 365

The solution will enable councils to deliver services online using the Microsoft Dynamics 365 platform. The platform will enable councils to improve community engagement and deliver services via digital channels.

Business outcomes

A strategy that will deliver support and improved customer experience by providing:

- Services online
- Improved customer interactions
- streamlined customer touch-points
- Skilled and empowered workforce
- Convenience and reliability that is backed by Microsoft SLA's
- Simple and clear customer processes
- Feedback and improved communication



Overview of Dynamics 365 for Councils

A digital service platform that will enable the community to engage with councils via various digital channels.

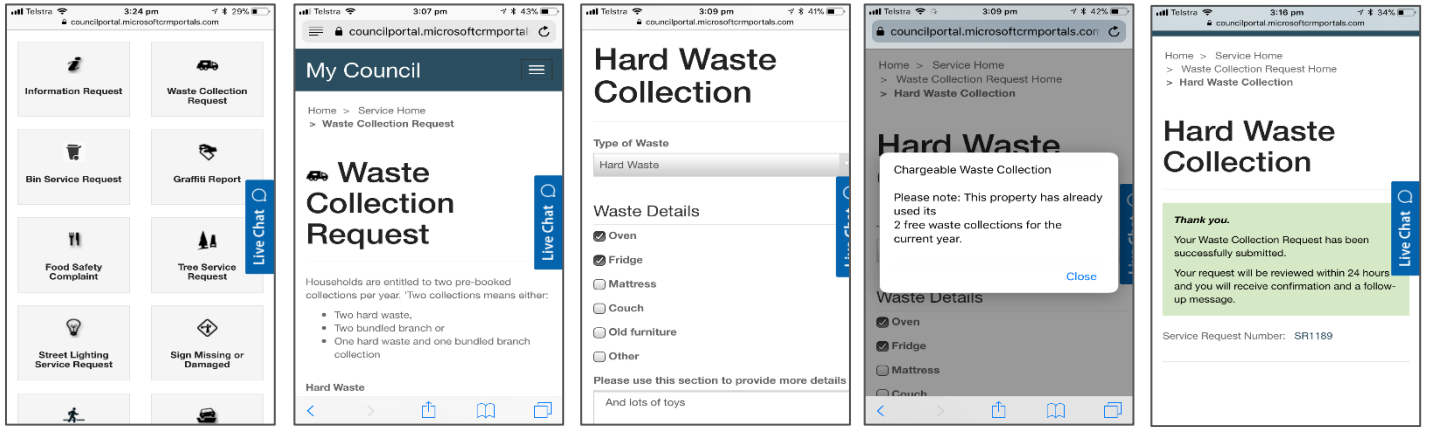


Overview of eService platform using Dynamics 365

The solution comes with pre-built service request and permit templates for Councils that can be configured to unique needs of each council.

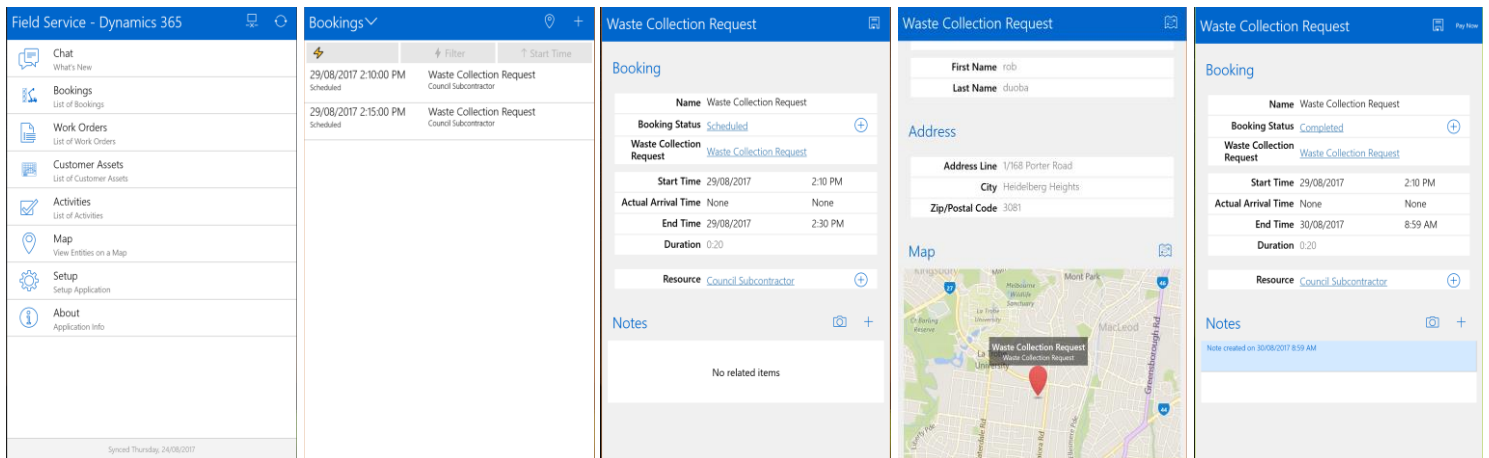
Sample screen shots of a waste collection request submitted by a resident and picked up by a resource (council staff or a sub-contractor)

Steps for submitting a waste collection request by a resident



Waste collection service request on a mobile interface that is customer facing with live chat, co-browsing, location services and notifications (SMS and email)

Steps for completing a waste collection booking by resources (internal or sub-contractor)



View bookings

Bookings for the day

Bookings details

Request details

Complete/cancel/
reschedule booking

Microsoft Dynamics 365

Microsoft Dynamics 365 is a cloud based solution that seamlessly integrates, brings power of Cortana intelligence, Power BI and Azure machine learning to streamline operations, cut costs and increases efficiency.

The self-service portal helps deliver exceptional customer service, increases customer engagement and satisfaction.

- Councils can quickly build best in-class self-service portals with no developers required.
- A seamless customer experience with a responsive design that is optimised for mobile, tablet and desktops.
- Secure and configurable foundation with local and federated authentication.
- Engage audience with email subscriptions, social conversations flow in community discussion forums.
- Empower Council staff to be efficient and provide services to community expectations.
- Engage with the community via digital channels.



CUSTOMER ENGAGEMENT PLATFORM



[Click on the image to view the video](#)

About CRM Partners

CRM Partners strongly supports local government agencies in their desire to proactively drive a digital transformation agenda.

We understand that local government can take a lead role in the digital transformation process by ensuring that the focus of digital technology is on delivering better, more responsive and convenient services and engagement with citizens while at the same time improving the performance and efficiency of internal business processes.

The community's service expectations of local government are setting new benchmarks for customer service agility, speed, convenience and user friendliness in the digital channel.

There is no doubt that an effective customer focused digital strategy provides the critical foundation on which local governments can provide more responsive and citizen focused services.

Our delivery approach for Councils

Work with Council resources to empower the staff during the implementation of the solution so that internal resources can be used to maintain and support the solution. Educate internal resources to manage and maintain the solution. Our services will be used purely to deliver innovation and education on emerging technology that are fit-for-purpose for Councils. Microsoft is committed to this sector and so are we.



CRM Partners Pty Ltd

Suite 3, Level 3 454 Collins St, MELBOURNE VIC 3000

P. 03 8679 4128 M. 0477 047 127

[Contact us for a demonstration of this solution](#)