readytech

ready community | Customer Experience Suite

The Ready Community Customer Experience Suite is a powerful set of modules that connect back-end customer relationship management with a front-end customer portal, offering self-service access to key council services for the community.

Our Customer Experience module delivers a specialised CRM designed to manage customer interactions from start to finish by placing resident and ratepayer needs at the forefront. The CX Portal module provides unparalleled community service through an online portal that delivers intuitive design, a user-friendly interface, and feature-rich functionality.

Together, our Customer Experience Suite delivers true customer centricity, by integrating with your wider ERP solution.

Want to learn more?   Visit readycommunity.io

Our Customer Experience Suite provides both a powerful CRM and front-end CX Portal that redefines community engagement.

- **Customer-centric design:** Puts residents and ratepayers at the forefront, enhancing the customer service experience.

- **Seamless connectivity:** Connect with customers and the community effortlessly.

- **Effortless customer interaction:** A cloud-based platform that manages customer interactions seamlessly, from initiation to resolution.

- **Streamlined workflow and improved productivity:** Create custom customer request workflows, ensuring requests are directed to the right department and staff promptly.

- **Location precision:** Integrates mapping with your GIS system, enabling customers to pinpoint the exact location of their requests.

- **Flexibility and convenience:** Empowers businesses and community members to manage and participate in government processes at their own pace and convenience.

- **Integrated operations:** Consolidate government operations and foster cross-departmental information sharing, enhancing efficiency for all stakeholders.

- **Service efficiency:** Simplify processes across a wide range of services, delivering tangible efficiency gains.

- **Bridging the gap:** Builds bridges between government and the community, involving customers in defining priorities, processes, and public asset use.
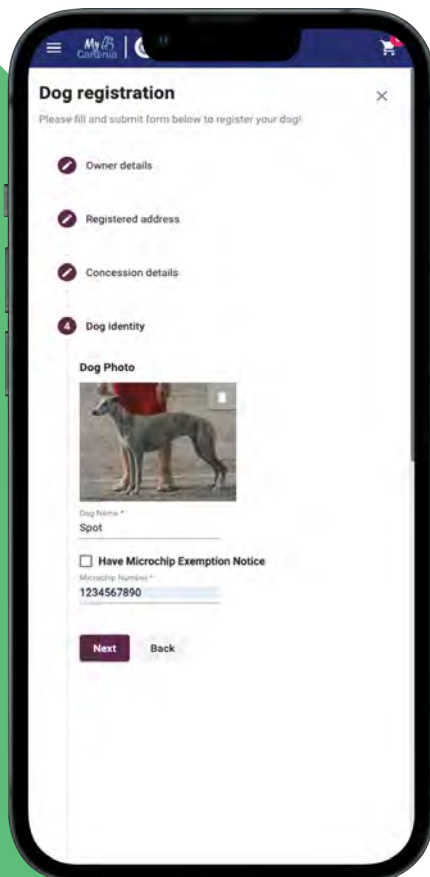
Customer Experience

Ready Community Customer Experience is a CRM designed specifically for local government that empowers customer service staff and puts the needs of residents and ratepayers at the forefront of your organisation.

The cloud-based platform manages customer interactions from start to finish, enabling users to create a customer request workflow to direct your customer requests to the correct department and staff member.

Key Features

Manage all customer requests using Ready Community Customer Experience – from fallen branches and barking dogs to abandoned vehicles.

Online portal
For managing service requests, so you can track progress and view outstanding actions

Mobile app available
Your field officer can respond to and update customer requests whilst out in the field

Customer request workflows
Direct customer requests to the correct department and staff member
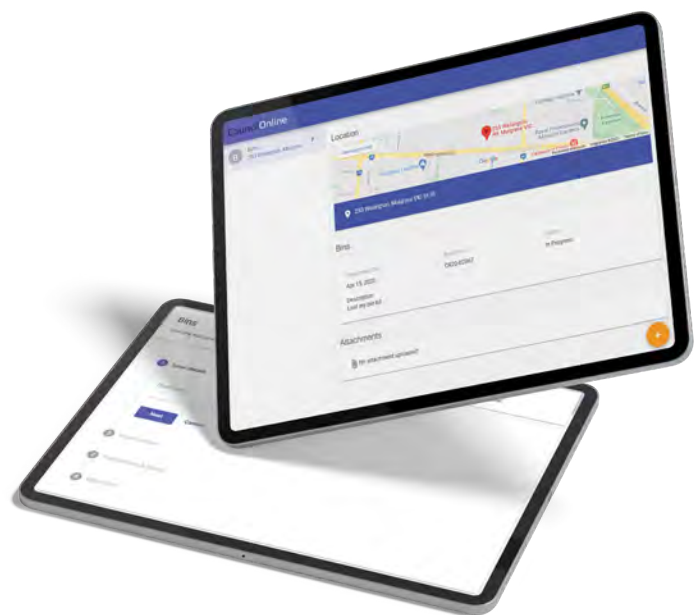
Set reminder notifications
Alert the assigned staff member based on your Service Level Agreement (SLA)

Mapping integration
Integrate with GIS system to help customers pinpoint the location of their request

Benefits

Customer information is always up to date with a two-way sync of contact information between Ready Community Customer Experience and Ready Community Contacts.

Improved user experience
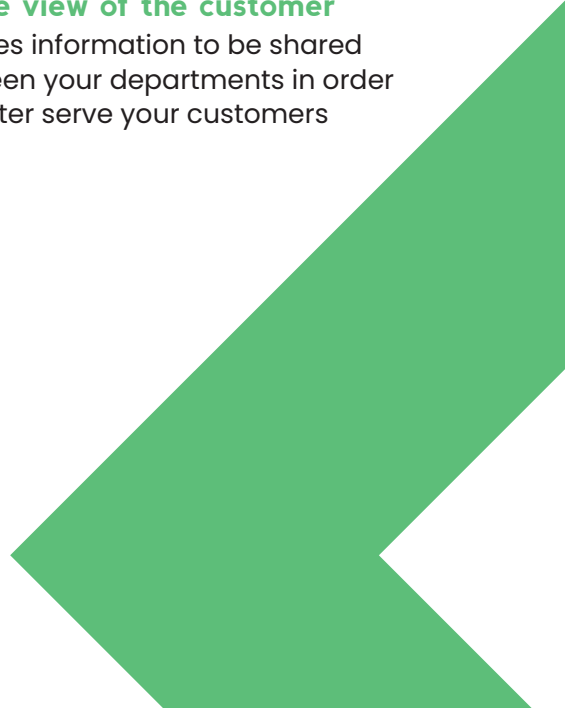With an easy to use and intuitive online customer portal

Single view of the customer
Enables information to be shared between your departments in order to better serve your customers

Improved productivity
Improve efficiency within the workplace with the creation of complex workflows and built-in approvals process

CX Portal

The Customer Experience (CX) Portal provides your council or government agency with a platform to connect with customers and the community.

By enabling businesses and community members to effectively manage and participate in key government functions when, where, and how they want to, the CX Portal makes it easier for the public sector to conduct government business. The portal provides access to key online services for all key stakeholders including staff, board, sub-contractors, clients and partners.

Key Features

Create a two-way flow of data, underpinning meaningful engagement and collaborative relationships with the community.

- Provide a single-entry point for community members to easily interact with councils and government

- Deliver 24/7 access to services such as payment processing, daycare bookings, planning applications and other online services

- Leverage pre-defined workflows for industry standard statutory, regulatory and legislative processes

Benefits

Give your customers freedom with the convenience they deserve.

- Empower community self-service with an interactive portal that integrates with your ERP

- Improve data quality, process efficiency and timelines across your council

- Drive a customer-centric approach by providing the community with access to what they need, when they need it

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