

# Priority 5: Technology

## Our commitment:

- To review the provision of technology to improve services – such as customer contact, keeping customers up to date with progress of enquiries, website information

## Purpose:

- To provide user friendly technology that enhances the customer experience and improves efficiency to access services. We want to ensure our customers can easily access information and services when and how they need to via our website, online portals, telephones and offices.
- Technological advancements are moving faster than ever and have a significant impact on customer expectations. There is no such thing as standing still. If we don't invest then in reality our services will be going backwards and won't be moving at the pace our customers expect. We need to fundamentally review the type and configuration of technologies used to deliver services across each channel

## 2029 Outcomes:

- Evaluate and consider the procurement and implementation of a new digital engagement / CRM platform
- Evaluate the deployment of new booking solutions to provide greater customer choice, independence and automation
- Evaluate deployment of chat technologies, including chatbots in high volume, repetitive environments
- Continue to improve digital access - 24/7, portals, online forms, support in offices for the less digitally confident.
- Ensure fast efficient updates through online portals, phone system, online, text message.
- Procure and deploy a new phone system.
- Continued development of our website – using feedback and improvements to our web pages from customer engagement. Also identifying gaps in our online information and updating regularly



Priority 1: Our commitment to a customer first ethos



Priority 2: Access to multiple service channels



Priority 3: Accessibility and Inclusion



Priority 4: Regular Training



Priority 5: Technology