

INFORMATION CONNECTS

Siebel Public Sector Solutions for Constituent Services



Interacting with government can be frustrating and time-consuming—especially when there’s no clear point of entry for information and services. To address these issues, governments are turning to a single telephone number system for all constituent service requests.

“It’s not just a citizen service hotline, it is the most powerful management tool ever developed for New York City government. I can’t imagine running the city without it.”

Michael Bloomberg
Mayor of New York City

It’s not uncommon for local, regional, and national governments to have hundreds of telephone numbers listed for various departments, making it difficult (if not impossible) for the public to find the information and services they need. But increasingly, governments are turning to single telephone number systems to serve as the primary gateway to all government agencies.

Communicate Effectively with Constituents

A consolidated constituent service system ensures that government agencies are effectively communicating and serving the public. Constituents can find immediate assistance with government services and can also get critical information in times of emergency.

With Oracle’s Siebel Public Sector solutions for constituent services, government agencies can give constituents quick, seamless access to government services. Siebel Public Sector solutions for constituent services offers

the public customer-oriented access to government programs with the same types of information and services they have come to expect from private industry.

A good example of the single number system is the 311 system in New York City, which handles more than 40,000 calls daily. Individuals in the New York area use this single telephone number to access the vast array of city departments and services. Whether filing a noise complaint with the police department or requesting a birth certificate from the department of health, residents of New York City can now simply dial 311.

Siebel Public Sector solutions for constituent service are used by municipalities worldwide to reach and serve their constituents better. Regardless of the channel of communication, Siebel Public Sector solutions help cities empower their contact center professionals by quickly responding to a variety of questions and requests.

Fact: New York City's 311 citizen response system handles more than 40,000 citizen calls each day.



Siebel Public Sector solutions for constituent services includes customer service management, constituent response analytics, case management, incident management, and targeted outreach. Local governments can realize the following key benefits:

- Delivery of government services across multiple channels of communication
- Comprehensive knowledge management tools that enable rapid resolution of problems and information requests
- Centralized routing for “one-stop” public access to government information and services
- Secure collaboration and information sharing among multiple departments and agencies
- Insight and analysis of key service metrics and performance trends
- Real-time integration of data across systems

Measure Effectiveness and Increase Accountability

The analytics in Siebel Public Sector enable government agencies to measure performance and increase accountability for government services. The solutions provide visibility into agency operations and programs which help government officials identify and target areas for improvement.

Route Incidents to Appropriate Departments

Siebel Public Sector solutions for constituent services let agencies quickly route incidents to the appropriate agency and allow them to escalate issues as necessary by opening either a single- or multi-agency case. To manage work orders, agencies can more efficiently use mobile personnel by creating closed-loop services for public requests and for location-specific service issues, such as filling potholes.

Provide Comprehensive Case Management

For the more complex issues that arise through a constituent services contact center, Siebel Public Sector solutions provide comprehensive case-management capabilities. Agencies can manage all interactions, public benefits, claims, payments, and case documentation in a single application, giving constituents the type of helpful, responsive customer service that constituents have come to expect from the private sector.

Increase Awareness Through Targeted Outreach

For agencies and programs with a target constituency, Siebel Public Sector provides improved segmentation and campaign targeting to identify target populations, design and execute outreach campaigns, and increase program awareness.

About Siebel Public Sector

Increased public expectations for performance, new legislative mandates, and changing demographics are currently driving the technological transformation of government agencies. Developed in close collaboration with the world's leading government agencies and systems integrators, Siebel Public Sector embodies the industry best practices that address the market and legislative forces driving these changes.

With Oracle's Siebel Public Sector, government agencies can significantly enhance the business processes directly related to their mission.

CONTACT US

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