Key Functionality Considerations

Requirements for the MyAccount solution in Revenues & Benefits

1	My Account Portal – a simple and intuitive system which drives customer self-service, encourages repeat usage making the web the first choice channel
2	Online account details / instalments – customers can view overall details of their accounts including discounts and exemptions, instalments and payments that have been made and that are due.
3	Electronic Bills/Letters – customer can view their bills and letters online Council Tax Bills (1st Annual & Ad Hoc) Business Rates Bills (1st Annual & Ad Hoc) Benefit Notification Letters (1st Annual & Ad Hoc) Council Tax Support Letters Landlord Notification Letters Landlord Schedules
4	Electronic correspondence (letters, statements) – customer can receive text and/or email notification when letters are updated on line.
5	Ability for customer service staff to view exactly the same information as the customer providing an enhanced service with calls answered faster and information easily accessible
6	Easy links to apply for a DD and to make a payment
7	Access to a suite of intelligent online forms that use autocomplete and conditional formatting logic, so that customers do not have to answer unnecessary questions or type in more information than they need to
8	Provides access to services that are mobile responsive natively and scale to multiple device, screen size and input types
9	E-Forms with the potential for future back office integration – customers can complete a form online which can be passed to Northgate Information@Work. In the future, it may be possible to upload directly to Northgate back office.
10	Ability to integrate into the councils corporate My Account solution
11	All services accessed through a single authentication. Federated authentication means other council services are accessible through a single login. Allows additional services to be linked as more become available
12	The solution must be accessible (as far as is possible) 24/7, to aid with contingency and resilience
13	Print suppression functionality to enable the suite of letters to be separated from bills that need to be printed and then made available electronically rather than posted. Printing will take place on either two sites or possibly through one
14	Details of IT staff resource needed for implementation and on an ongoing basis

In terms of savings and efficiency, it is anticipated that the following benefits will be realised;

•   Provides a new channel for customers to contact us by

•   Savings by migrating contact to a low cost channel.

•   Single 24/7 access to accounts for customers

•   Reduced contact to contact centre and back office including telephone calls, face to face and emails.

•   Frees up resource to deal with complex contacts

•   Easy and Intuitive to use

•   Reduces paper, print, postage and administration

•   Audit trail of users, signups and activity

•   Customers can be signed up over the phone or face to face

•   Wait times for telephone calls will decrease providing better service for customers

•   Integrates with the corporate EDMS system