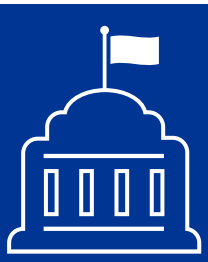
Smarter Service for Stronger Communities

Meet evolving community needs • work within operating budget • service residents via their preferred channels • keep agents engaged • responsibly adopt AI



Why it is time to modernise

Council service teams are under pressure. Residents expect quick, consistent answers via their preferred channel. Councils must balance higher expectations with tight budgets, ageing technology and diverse communities' accessibility and inclusion needs.

Local government community service must:

- **Meet community needs**
  Deliver faster, high quality and trusted responses to queries from rates to roads.
- **Work within operating budget**
  Do more with less through smarter processes, better integration, and more efficient technology.
- **Deliver for every resident**
  Improve options and outcomes for all residents, whatever their demographic or needs.
- **Keep agents engaged**
  Support agents with targeted coaching, knowledge assistance and automatic summaries.
- **Responsibly adopt AI**
  Deliver a smarter, more consistent and faster resident experience through ethical AI.

Six requirements for local government modernisation

1. **Make it easier for residents to get help**
   Add and integrate digital channels through omnichannel approach
2. **Keep essential services live**
   Resilient and reliable solutions, on premises, cloud or hybrid
3. **Resolve routine queries faster**
   Cut wait times and serve 24/7 through voice and chat options
4. **Increase efficiency with practical, responsible AI**
   Automatically summarise interactions, prompt agents with relevant knowledge assistance, improve productivity and better understand resident needs
5. **Support your service team**
   Engage your employees through coaching, scheduling, and quality assurance
6. **Connect and collaborate across the organisation**
   Link to CRM, back office, and Microsoft Teams

How Enghouse Interactive helps

IMPROVED CSAT	EXPERIENCE	HAPPIER STAFF	FUTURE-PROOF
Fast, consistent service on every channel	40+ years working with over 300 local government organisations	Less admin, more support, greater job satisfaction	Cloud, on-premises or hybrid, backed by practical AI capabilities

With 40+ years of experience, Enghouse provides secure, AI-powered contact centre software and services, supporting over 300 local government organisations globally. With integration with business systems such as Microsoft Teams, the flexibility to deploy in the cloud, on premises or hybrid, and the ability to add AI at your pace, we minimise risk and help you improve outcomes for residents and staff.

Built for public service

Cities • Rural districts • Counties • Regions

FREE LOCAL GOVERNMENT BUYER'S GUIDE

How can you successfully modernise your contact centre technology?

Understand the opportunities and benefits, and move from challenges to solutions in easy steps

READ THE BUYER'S GUIDE

Enghouse Interactive

Secure | Resilient | Feature-rich | Future-proof

Book a Demo