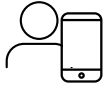
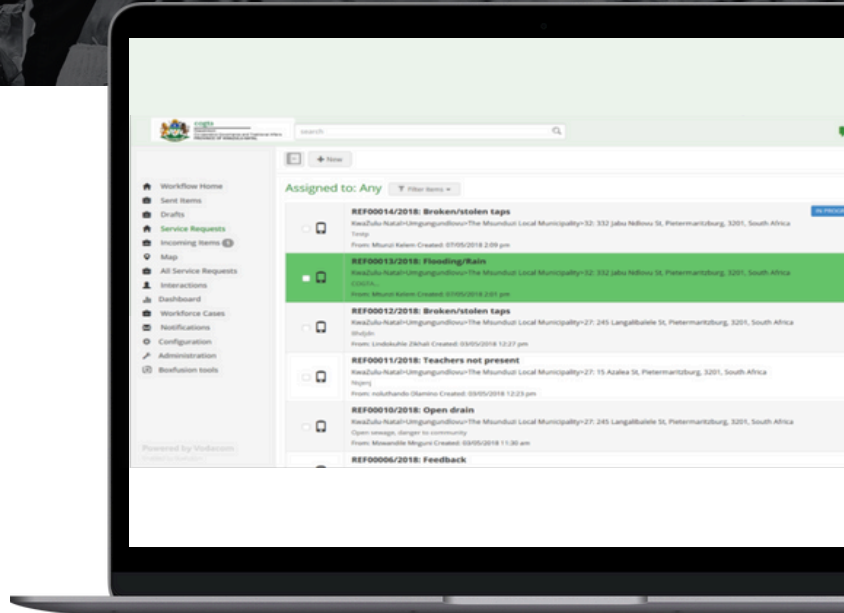


SMARTGOV FOR CITIZENS

SMART SERVICE



SmartService is a multi-channel contact centre solution providing agents with centralised visibility, tracking and resolution of all service requests from citizens.



Allow citizens to experience prompt and personalised support across their preferred communication channels, resolving inquiries and requests efficiently.

KEY FEATURES

Multi-Channel Contact Centre

Interact with government seamlessly through phone, email, web chat, social media and mobile apps.

Efficient Resolution

Seamlessly assign tasks to the appropriate department, track progress in real-time and accelerate solutions for faster responses.

Centralised Request Hub

Streamline service intake across all channels, eliminating confusion and ensuring requests are addressed promptly.

Engaged Citizens

Keep citizens informed with timely updates and close the communication loop with feedback on their inquiries.

Get in touch for more info or to book a demo:

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