# 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.

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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.

### **Centralised Request Hub**

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

### **Efficient Resolution**

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

#### **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:

**⊠info@boxfusion.io** 

