



Registrars

Problem – Registrars were unable to manage customer demand along with administrative tasks

- High volumes of avoidable contact
- No online facility
- Inflexible booking system for appointments
- Calls received outside of opening hours, particularly on Life Events line
- Processes were labour intensive, paper based and duplicative

They redesigned processes and developed online forms to enable customers to book appointments with Registrars for the following processes:

- Births/reregistration, stillbirths and deaths
- Booking a Registrar for a ceremony and give Notice of Marriage.
- The e-forms enable the customer (or Contact Centre on their behalf) to book an appointment at various venues.
- The e-forms are integrated with Lagan CRM.
- The customer receives a standard email/text confirmation of their appointment and a reminder when it is upcoming.
- For ceremony bookings, a deposit is taken up front when booking the appointment and the email has a link to pay the balance.
- Reporting requirement have been met.
- We also launched copy certificates online last year, with payment taken up front.
- Positive feedback from customers using the web