

Monmouthshire County Council... what have we been up to???

From a Digital Perspective

My Council Services (AKA MyMonmouthshire)

- ▶ Software provided by Abavus
- ▶ Runs our Customer Relation Management software our Hubs and Contact Centre use for anything from a benefit query to reporting dog fouling, missed bin collections and anything in between!
- ▶ Runs our MyMonmouthshire App, which is essentially a web-based site or mobile app that our customers can utilise and access variations of the forms we use when customer facing.
- ▶ We are concentrating on how we close the loop and encourage our teams to always get back to our residents, which we will shortly be updating for our main Highways queries.
- ▶ We launched in October 2016 and it has been an iterative process since then.

Monty... our chatbot!

- ▶ The first local authority in Wales with a Welsh Language chatbot... or so we are led to believe!
- ▶ Built and powered by a start-up company in Cardiff – We Build Bots
- ▶ Give us the capacity to free up operative time in regards to answering some of the run of the mill enquiries... i.e. where is my community hub, when is my bin collection, etc.
- ▶ Monty is still learning and is backed up by colleagues in our contact centre for the more complex queries.
- ▶ It's surprising the types of queries that our residents are happy to submit via a bot, we even had a homeless person interact with it!
- ▶ We launched in January 25th this year and is very much a case of helping Monty learn as we are still very early in our journey!

All Wales LMS (Library Management System)

- ▶ Part of an all wales project to have all 22 local authorities on the same Library Management System.
- ▶ We went live in November 2017
- ▶ Interesting journey to say the least, and very much a peer learning journey for Monmouthshire. This in no small part was due to a team restructure, we lost our pocket of expertise with the Sirsi Dynix/Symphony system – so a massive learning curve!
- ▶ Still refining the system, has brought some changes and challenges – especially around GDPR but we're excited by some of the opportunities that are on the horizon with the mobile app!