

CIVICA

WHY OUR CUSTOMERS LOVE Cx

PRODUCTIVITY AUTOMATION

WORK SMARTER

AUTOMATES MUNDANE TASKS, HELPING MY TEAM FOCUS ON THEIR PRIORITIES

HAVING CASES & TASKS & ALL THAT IS INCLUDED IN ONE MODULE IS... **GENIUS!**

HELP! EUREKA!

EASE OF USE

USER FRIENDLY

USER FRIENDLY EVEN FOR TECHNOPHOBES LIKE MYSELF

Cx IS A GAME CHANGER. IT REPLACED SPREADSHEETS & TIME RESEARCHING INFORMATION

SO WE DELIVER A BETTER CUSTOMER EXPERIENCE

CODES USED FOR RAISING JOBS ARE SAVED IN Cx

SO IF YOU HAVE A BRAIN LIKE A SIEVE YOU CAN TYPE 'ELECTRICAL' & IT APPEARS INSTEAD OF HAVING TO REMEMBER CODES

COMMUNICATION

BE RESPONSIVE

QUICK COMMUNICATION & RESPONSIVENESS TO TENANTS

CAN GENERATE SMS, EMAIL, LETTERS & SOCIALS FROM ONE PLACE

GIVING US GREATER CONTROL & CONSISTENCY IN THE WORDING & TONE OF OUR CORRESPONDENCE

CLEAR RECORDING & EASY TO TRACK COMMUNICATION ACROSS OUR TEAMS

FLEXIBLE

WORKING FROM HOME RENT STATEMENTS USED TO BE FIDDLY, NOW WE CLICK 'RENT STATEMENT' & IT'S SENT FOR US

ALLOWES ME TO WORK FROM HOME & HAVE EASY ACCESS TO TENANT DETAILS

FLEXIBLE TO MOULD AROUND BUSINESS PROCESSES RATHER THAN DICTATE THEM

GIVES US API'S TO SUPPORT OUR TENANT PORTAL

PORTAL

REPORTING

THIRD PARTY TECH

SINGLE VIEW

EXCELLENT AND POWERFUL REPORTING TOOLS HELP ME ANALYSE DATA AND MAKE MY DECISIONS EASY

GIVES US DEMOGRAPHIC INFORMATION FOR TARGET SUPPORT

WE'RE NOT ROBOTS ON THE PHONE BECAUSE INFORMATION IS IN ONE PLACE

CUSTOMER HAPPY TENANTS

CASES & TASKS ALLOWS ANYONE TO ACCESS A CASE, SEE THE NEXT STEPS & KEEP THINGS MOVING

SENDING LETTERS IS QUICK & EASY. NAME & ADDRESS IS CREATED FOR YOU, IT'S SAVED TO THE CUSTOMER RECORDS & STRAIGHT TO THE MAILING HOUSE

MAILING HOUSE

I CAN SEE EVERYTHING ABOUT OUR RELATIONSHIP WITH CUSTOMERS IN ONE PLACE