

Cx Citizen Portal

Connect people and communities with online services for better outcomes

Accelerate digital transformation, deliver more responsive services and improve customer satisfaction.

If citizens and local businesses could submit and manage licensing applications, regulatory services requests and complaints online, how much more convenient would that be for everyone?

Think too of the time and money your regulatory services team could save. Released from phone calls and dealing with paper forms, officers will be able to respond more quickly, prioritise citizen demands more effectively to safeguard the community, and improve customer satisfaction.

Cx Citizen Portal integrates with [Cx Regulatory Services](#) cloud software to help you achieve all these aims and more. It's a self-service platform for citizens that enables channel shift and supports your organisation's digital transformation.

Help officers be more productive

Seamless integration means that requests submitted via Cx Citizen Portal

are sent directly to Cx Regulatory Services for processing, with no need to re-key data. As well as avoiding the risk of transcription errors, this cuts the admin workload for your teams so they can respond faster and deliver a better service. And because appointments can be booked online, unnecessary front-office contact is reduced.

Accelerate digital transformation

The Cx Portal supports digital transformation by:

- Removing reliance on paper-based forms and processes
- Generating automated acknowledgements to reassure customers their requests are being handled
- Giving customers more choice about their preferred communication channel, including email and SMS, as well as letter.

Future-proof your operations

With Cx Portal it's easy to keep pace with change. You can:

- Create and reconfigure web forms to meet new and updated legislation and community needs
- Keep optimising web forms to improve the customer journey.

And because it runs in the cloud, you know you're always using the latest release.

Choose Cx Citizen Portal to:

- Drive paperless working and reduce admin
- Increase efficiency savings
- Accelerate response times
- Deliver excellent online customer service.

