



**CIVICA**

# Product Description

## Civica Appointment

### Overview

Civica Appointment is a (.NET) web application with a SQL server database that can stand alone or be integrated with back office systems. It facilitates all aspects of appointment bookings. Contact centre teams, back office staff and citizens (via the intranet and/or internet) can view and book available appointments for the desired resource or service online. All appointments can be accessed at any time for amendments or change.

The product offers a configuration management console where diaries and appointment working patterns can be set up and made available immediately.

Phase 2 of the product (available later in 2009) will allow you to take payment for the service at point of contact.

This can be achieved within the same transaction by utilising a web service to enable integration with online payment engines such as Civica's own ICON solution. The system will also include a fees console to allow for configuration of fees for the job types should this not be available from the payment engine.

### Key Features

Civica Appointment includes the following key features:

- Configure multiple diaries for appointment booking for example:
  - A Service – Pest control, Waste management, Housing Repairs
  - A Facility – Meeting Room, Parking Space or Desk reservations
  - An Object – Laptops, Projectors etc
- Reduce administration by using online managed appointment booking. Giving the customer and the service provider the 'ONE' diary approach – instead of managing paper and electronic diaries.
- Intelligent address assignment for area based working
- Integration with back office systems i.e. Civica APP, W2 etc...
- Plug-in integration possible with applications such as Microsoft Outlook, SharePoint etc...



## Key Benefits

### Improved service delivery

Civica Appointment supports best practice for delivery of online services. By using the system, Local Authorities can achieve efficiency gains towards NI14, avoidable contact. The solution addresses the need for an increasingly citizen-centric approach to service provision and utilises a high degree of automation, when integrated with back office systems, to minimise the administrative impact of meeting service delivery challenges.

### Effective first point of contact

Civica Appointment has rich self-service facility that enables detailed, up-to-date information to be extended into the public domain.

Provision of comprehensive and reliable information online, reduces the burden of citizen requests made via staffed channels, freeing up resources to focus on other priorities. Availability of good quality information at first point of contact reduces the likelihood of follow-up contacts from citizens.

## Customisation

The application can be configured during installation to suit your appointment booking requirements or you may wish to self configure.

The system may be configured to utilise your authority's address management gazetteer system (LLPG) or other address database if you are not using the APP internal gazetteer.

## Prerequisites

- Windows 2003 server Service Pack 1 (or later)
- Microsoft .NET Framework Version 3.5
- Microsoft IIS V5.0 or later with ASP.NET enabled
- Windows Installer V 4.0
- Internet Explorer v7 or Firefox v3.0.1 or most recent versions of the browsers

If integrating with APP

- Authority Public Protection v 7.11 or later
- Interop services

## Further Information

Contact the Civica sales team to find out more about Civica Appointments.

## About Civica

Civica is a market leader in software and services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, legal, enforcement and education.

Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, Asia Pacific and the USA, including 90% of the UK's local authorities, more than 200 social housing organisations and 50 of the UK's 53 police forces.

For the latest information visit:

[www.civica.co.uk](http://www.civica.co.uk)

For further information or to book a meeting/demonstration, telephone **01225 485000** or email [cppsales@civica.co.uk](mailto:cppsales@civica.co.uk)

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