

CASE STUDY WARSAW CITY HALL "19115 WARSAW"

The outcome of the overall project, coupled with the new telephone number 'Warsaw 19115', means it is possible for Warsaw residents to report a problem, as well as to obtain information 24 hours a day, 7 days a week. This can be done by choosing any one of the available communication channels.



ONE NUMBER A THOUSAND ISSUES



Understand

Warsaw City Hall wanted to improve the efficiency of Warsaw residents' communications with both the City Hall and related municipal services units.

It also wanted to provide Warsaw residents with the flexibility of requesting an intervention, reporting an issue or obtaining required information 24 hours a day, 7 days a week, with the help of various communication channels. The aim was also to provide residents with tools that would enable them to monitor the status of a reported request.

As part of the project the City Hall also wanted to implement tools and applicable processes to enable the correct distribution and monitoring of reported requests and status reports.

The solution architecture consists of Interactive Intelligence Customer Interaction Center (ININ CIC) integrated with existing Cisco Unified Communications Manager (CUCM) and Oracle Siebel Database. The solution also required integration with Microsoft Active Directory and Microsoft Exchange as well as the Web Portal solution.



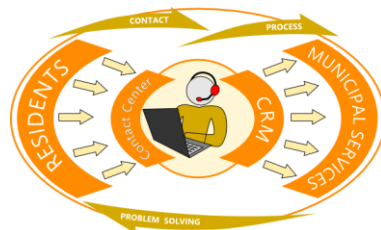
Improve

The outcome of the overall project, coupled with the new telephone number 'Warsaw 19115', means it is possible for Warsaw residents to report a problem, as well as to obtain information 24 hours a day, 7 days a week. This can be done by choosing multiple communication channels.

Deliver

The presented challenges were addressed and resolved by providing an integrated and complex communications distribution and reporting system. This involved redefining ongoing processes in most cases.

Overall it was decided that an intelligent combination of 700 separate processes was needed in order to efficiently and effectively serve Warsaw Residents.



Industry: Government

Region: Warsaw City, Poland

Size: approx. 7600 employees

www.warszawa19115.pl/en

About Warsaw City Hall - 19115 Warsaw

Warsaw City Hall is a public services government institution. It was established in order to assist the President of Warsaw in performing public service functions, as well as to assist Warsaw residents in solving applicable problems, obtaining official information and solving other residential issues.

Warsaw city statistics:

- City size/area - 517km²
- Population - 1 720 000
- No of districts - 18

Warsaw 19115 has solved the problem of efficient communication between the city authorities and its residents..." -

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