

# ASK MY COUNCIL



## INTRODUCING ASK MY COUNCIL

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INTEC's brand new voice assistant technology



- Why is the UK talking to itself more and more?
- Over 100 million devices now sold
- Over 200 different voice assisted devices on the market
- Now 22% of UK households own a voice controlled assistant
- This has double since 2017 when it was just 11%
- 2019 its predicted to increase by a further 33%
- 2018 – 9.5 million people say they used a voice controlled assistant
- 2019 – predicted to be over 12.5 million users
- 7 million people per day “Talk to themselves”

# SO HOW ARE THEY USED?

- According to a Reuters survey, around 84% of users;
  - Ask general questions
  - Ask for weather updates
  - Set alarms and reminders
  - Play music
  - “Alexa, Tell me a joke!”

## WHAT ARE THE BENEFITS?

- Ease of use for the less “Tech Savvy”
- Settings timers and reminders
- Reduce the dependency on PC’s and Lap tops to access the web
- Open us services to a wider range of disabilities
- It opens up technology to a whole new market of users
- They are an effective and quick source of information
- They are fast becoming a key gateway to the online world
- Now becoming a support tool in the delivery of public services (NHS July 2019)

# LOCAL AUTHORITY

## FREQUENTLY ASKED QUESTIONS

- How do I claim Council Tax Support?
- How can I join the housing register?
- Who is my local councillor?
- What is going on in the area this week?
- What bins are due for collection?
- Where is my nearest recycling centre?
- Who do I contact about noise nuisance?
- What time do the council offices open?



# WHAT IS **ASKMY** COUNCIL

- A web based application designed to integrate with voice assistant technology.
- Users can configure unlimited questions for customers to ask
- Each question can have a unique answer
- Several questions can have the same answer
- **ASK MY COUNCIL** also lets customer report issues and concerns to your council
- Providing yet another link between you and your customers

INFO@INTECFORBUSINESS.COM



**iFB** | INTEC  
FOR BUSINESS

# AUTOMATED EMAILS



FW: New Marple Council Info account created - Message (HTML)

File Message Help Tell me what you want to do

Delete Archive Reply Reply All Forward Respond Quick Steps

FW: New Marple Council Info account created

markusgrimley <markusgrimley@gmail.com>  
To: Mark Grimley

**Google**

### New Marple Council Info account created

[markusgrimley@gmail.com](mailto:markusgrimley@gmail.com)

**New Marple Council Info account**  
[markusgrimley@gmail.com](mailto:markusgrimley@gmail.com)

Hi Mark,

You created a Marple Council Info account using your Google Assistant. Marple Council Info now has access to your name, email address and profile picture. If you ever want to change your connection to Marple Council Info, go to your [Google Account](#).

By creating this account, you agreed to Marple Council Info's [Terms of Service](#) and [Privacy Policy](#).

To use Marple Council Info on your phone or computer, tap or click the 'Sign in with Google' button. Your Marple Council Info experience will sync across devices.

Thanks,  
The Google Team

You received this email to let you know about important changes to your Google Account and services.  
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## CUSTOMER EMAIL

Confirming their account has been created

FW: User Reported Issue : Street Light - Message (HTML)

File Message Help Tell me what you want to do

Delete Archive Reply Reply All Forward Respond Quick Steps Move

From: Service Mail <[ServiceMail@intecforbusiness.com](mailto:ServiceMail@intecforbusiness.com)>  
Sent: 28 July 2020 14:24  
To: Peter Tewkesbury <[peter@intecforbusiness.com](mailto:peter@intecforbusiness.com)>  
Subject: User Reported Issue : Street Light

**FB** User Reported Issue : Street Light

### User Reported Issue : Street Light

**Report Submitted By**

Name	Mark Grimley
Email	<a href="mailto:markusgrimley@gmail.com">markusgrimley@gmail.com</a>
Address	
Submitted on	Tue, 28 Jul 2020 13:24
Source	Google

**Responses**

StreetLightFaultCode Not lit at night

Location on the junction of Bennett Street and Bagshaw Street in Hyde

Map [Link To Map](#)

This message was sent from an unmonitored email address. Please do not reply to this message.  
<https://askmytest.azurewebsites.net>, INTEC Ask My Council V2020.7.27.2

## LOCAL AUTHORITY EMAIL

Showing you a Report has been made

# AUTOMATED EMAILS



FW: User Reported Issue : Street Light - Message (HTML)

**LOCAL AUTHORITY EMAIL**  
Showing you a Report has been made

**From:** Service Mail <ServiceMail@intecforbusiness.com>  
**Sent:** 28 July 2020 14:24  
**To:** Peter Tewkesbury <petert@intecforbusiness.com>  
**Subject:** User Reported Issue : Street Light

**FB** User Reported Issue : Street Light

## User Reported Issue : Street Light

**Report Submitted By**

Name	Mark Grimley
Email	<a href="mailto:markusgrimley@gmail.com">markusgrimley@gmail.com</a>
Address	
Submitted on	Tue, 28 Jul 2020 13:24
Source	Google

**Responses**

StreetLightFaultCode	Not lit at night
Location	on the junction of Bennett Street
Map	<a href="#">Link To Map</a>

This message was sent from an unmonitored email address. Please do not reply to this message.  
<https://askmytest.azurewebsites.net>. INTEC Ask My Council V2020.7.27.2

Bagshaw St & Bennett St - Google

on the junction of Bennett Street

**LOCAL AUTHORITY EMAIL**  
Google Maps showing location given

Bagshaw St & Bennett St  
Hyde  
SK14 4TQ  
Crossroads

Directions Save Nearby Send to your phone Share

Add a missing place  
Add your business  
Add a label

Photos



# CUSTOMER DASHBOARD



The screenshot shows a web browser window with the URL "askmytest.azurewebsites.net/Dashboard". The page header includes the "iFB INTEC FOR BUSINESS" logo and a navigation menu on the left. The main content area is titled "Dashboard" and displays several statistics for the user "Marple Council":

- Alexa:** Alexa has been called **8 times** in the last month.
- Google Assistant:** Google Assistant has been called **12 times** in the last month.
- Q-n-A:** The Q-n-A has **answered 13 questions** in the last month and failed to answer 0 questions. Includes buttons for "VIEW QNA" and "VIEW UNANSWERED QUESTIONS".
- Top Answered Questions:** The top question, over the last month was 'How many people work at Marple council' and was asked **4 times**. The 2nd most asked question was 'How many people work at Marple council' and was asked **4 times**.
- Reports:** **6 reports** were made in the last month. Includes buttons for "VIEW REPORTS" and "VIEW REPORTED ISSUES".
- Top Reports:** The top reported item, over the last month, with **2 Home Repair** reports. The second highest report is the **Street Light** with 2 reports.

## USAGE STATISTICS

- Number of questions answered
- Number of reports made
- Alexa & Google stats
- Most popular questions
- Most reported problems

# Q&A CONFIGURATION

A screenshot of the INTEC Ask My Council web application. The browser address bar shows "askmytest.azurewebsites.net/QNA/QnAList". The page header includes the INTEC logo and the text "Logged in as 'Marple Council' of customer 'Marple Council'". The main content area is titled "Define Q-n-A" and contains a table of configured questions and answers. The table has columns for "Hide", "No Of Questions", and "Answer". The first row shows a question with 2 sub-questions: "1. When will the road works be completed" and "2. When will stockport road works be done". The answer for this question is "All roadworks will be completed by the end of time." Other rows include information about school inset days, school terms, library hours, recycling centers, and council contact information.

Here you can define the Questions and Answers. Each Answer should have multiple questions to better help the AI understand what is being asked and so improve accuracy when users of ask questions. **The QNA S at 07:55 with 17 active answers.**

Hide	No Of Questions	Answer
<input type="checkbox"/>	2	All roadworks will be completed by the end of time. Questions : 1. When will the road works be completed 2. When will stockport road works be done
<input type="checkbox"/>	2	Each school has their own inset days. You should contact your school for these dates.
<input type="checkbox"/>	3	In Stockport, the summer term 2020 for secondary schools start on Monday 20 April and ends on Monday 20 July, with a half term break from Monday 25 May to Friday 29 May. F are also closed for May Day on Friday 8 May and Spring Bank Holiday on Monday 25 May.
<input type="checkbox"/>	2	Marple Council Libraries are open from 10am to 6pm Monday to Saturday. They are closed on Sunday and all bank holidays
<input type="checkbox"/>	3	Stockport has 3 recycling centers and they are located at Adswood Road, Cheadle Hulme, SK8 5QY. Bredbury Park Way, Bredbury, SK6 2SN and Railway Road, Rose Hill, Marple, SK
<input type="checkbox"/>	2	The council can be contacted on 0161 976 4222
<input type="checkbox"/>	2	The council has 700 employees
<input type="checkbox"/>	4	The council offices are located on Marple Road, Marple, SK1 1AA

## DEFINE Q-n-A

- Unlimited questions and answers
- Each question can have 1 answer or,
- A group of questions can have the same answer
- Think of all the questions you can ask about your services.

# REPORT CONFIGURATION

A screenshot of the INTEC Ask My Council web application. The browser address bar shows "askmytest.azurewebsites.net/Reports/ReportsView". The application header includes the INTEC logo and the text "INTEC Ask My Council". A sidebar on the left contains a "System Menu" and a "User Menu" with options like "Dashboard", "Q-n-A", "Reports", and "Settings". The main content area shows a configuration window for a report titled "Pot hole". The window contains fields for "ReportName\*", "Synonyms", "Email Report To\*", "Report Preamble Text", and "Report Pre-Confirmation Text". Below these fields is a table with columns for "QuestionId", "Commands", "Question Text", "Question Type", "Selection Items", "ResponseKey", "NextQuestionId", "NextQuestionIdWhenTrue", and "NextQuestionIdWhenFalse". A "SAVE" button is visible at the bottom right of the configuration window.

INTEC Ask My Council

Logged in as 'Marple Council' of customer 'Marple Council'

Pot hole

ReportName\*  
Pot hole

Synonyms  
pothole, hole in road;

Email Report To\*  
peter@intecforbusiness.com

Report Preamble Text  
To report a pot hole in the road, we will need the location of the pothole and a description.

Report Pre-Confirmation Text  
The council may contact you about this report using your email address linked to your voice assistant account.

QuestionId	Commands	Question Text	Question Type	Selection Items	ResponseKey	NextQuestionId	NextQuestionIdWhenTrue	NextQuestionIdWhenFalse
31		Can you please give the location of the pot hole	5		Location	32	-1	-1

SAVE CANCEL

## REPORTS

- Unlimited types of report
- Preamble and Pre-Confirmation text can be configured by the user
- Each report can be directed to a specified email
- Intelligent scripting on Q&A ensures you can cover all conversations

# SUMMARY

- Open all your services to some of the most vulnerable customers you have
- Compatible with Amazon Alexa, Echo, Echo Dot, Google Assistant and most Android phones
- Web based simple user interface
- Unlimited questions/reports for any service
- Automated email notifications throughout
- Reporting includes
  - Links to Google Maps
  - Intelligent scripting to help drive the conversations
- Additional modules include “Automated chat bots” for your website

*Thank You!*

**ASKMY**  
**COUNCIL**

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