

ASKANGE COUNCIL

INTRODUCING ASK MY COUNCIL

INTEC's brand new voice assistant technology



ASKMY COUNCIL

- 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!"





- 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)



WHAT ARE THE BENEFITS?

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?

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WHAT IS ASK 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

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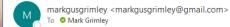
AUTOMATED EMAILS

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

ASKMY COUNCIL

File	Message	Help 🛛 🖉 Tell me what you want to do						
ିଆ ~ ପ୍ର	Delete Archive	← Reply 🗄 ≪ Reply All 🖓 ~ → Forward 🛱 ~	Loukas Gregory Peter Tewkesbury	< > I>				
	Delete	Respond	Quick Steps	r <u>s</u>				

FW: New Marple Council Info account created



Confirming their account has been created

CUSTOMER EMAIL

Google
New Marple Council Info account created

New Marple Council Info account markgusgrimley@gmail.com

Hi Mark,

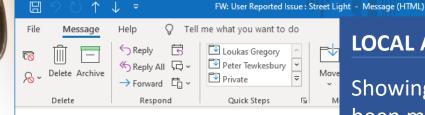
You created a Marple Council Info account using your Google Assistant. Marple Council Info now has access to your name, email address and profile picture. If you ever want to change your connection to Marple Council Info, go to your Google Account.

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. © 2020 Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA



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

LOCAL AUTHORITY EMAIL Showing you a Report has been made

Iser Reported Issue : Street Light

User Reported Issue : Street Light

Report Submitted By

Name	Mark Grimley
Email	markgusgrimley@gmail.com
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
Мар	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

AUTOMATED EMAILS



LOCAL AUTHORITY EMAIL

Bridge Cylinder Heads

Halford

Map data ©2020 United Kingdom Terms Send feedback

Google Maps showing

location given

Glass Block Technology

agshaw St & Bennett S

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Richmond Car Sale

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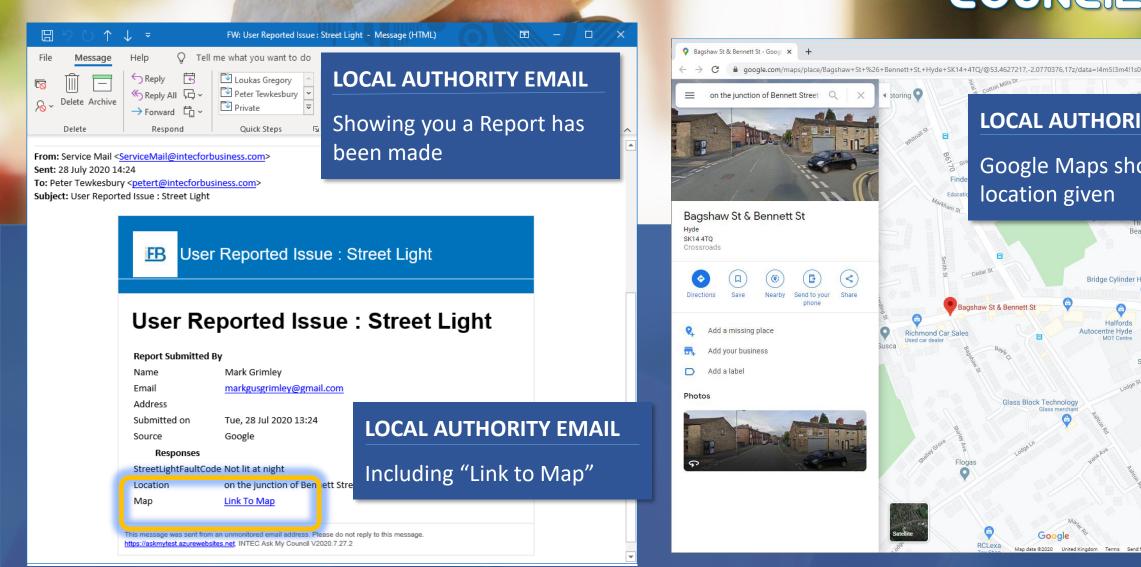
Share

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Louver-lite

Stockbridge Airco Q



CUSTOMER DASHBOARD

INTEC Ask My Council ×	. +	
← → C 🔒 askmytest.azurev	websites.net/Dashboard	
FBINTEC		
PINTEC Ask My Council ←	Logged in as 'Marple Council' of customer 'Marple Council'	
System Menu >	E Dashboard	
Dashboard	Alexa	Google Assistant
P Q-n-A ✓	Alexa has been called 8 times in the last month	Google Assistant has been called 12 times in the last month $\begin{tabular}{c} \begin{tabular}{c} t$
Denne QHFA		
L Unanswered Questions	Q-n-A	Top Answered Questions
P Reports ~	The Q-n-A has answered 13 questions in the last month and failed to answer 0 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.
P Reported Issues	VIEW QNA VIEW UNANSWERED QUESTIONS	
🔅 System Maintenance 🗸		
🔹 Settings	Reports	Top Reports
L Users	6 reports where made in the last month	The top reported item, over the last month, with 2 Home Repair reports. The second highest report is the Street Light with 2 reports.
	VIEW REPORTS VIEW REPORTED ISSUES	



USAGE STATISTICS

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

Q&A CONFIGURATION

INTEC Ask My Council

← → C 🔒 askmytest.azurewebsites.net/QNA/QnAList

×

PARTICLE Ask My Council ←	Logged in as 'Marple Council' of customer 'Marple Council'							
🔅 System Menu 🛛 🔸	Contraction Define Q-n	-A						
User Menu	Here you can define th	o Questions and Answe	The CALL Answer should have multiple questions to better help the AL understand what is being called and as improve converse when years of ack questions. The CALL C					
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.								
⊣ Q-n-A ✓	+ Add . → Edit Delete Excel Export Update QNA Service							
	Hide =	No Of Questions 국	Answer					
Unanswered Questions	•	2	All roadworks will be completed by the end of time.					
P Reports ~	Questions : 1. When will the road works be completed 2. When will stockport road works be done							
Reports	•	2	Each school has their own inset days. You should contact your school for these dates.					
P Reported Issues	•	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.					
🔅 System Maintenance 🗸	•	2	Marple Council Libraries are open from 10am to 6pm Monday to Saturday. They are closed on Sunday and all bank holidays					
🔅 Settings	•	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, St					
📇 Users	•	2	The council can be contacted on 0161 976 4222					
	•	2	The council has 700 employees					
	•	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

INTEC Ask My Council

FBINTEC

2 INTEC Ask My Council ←	Logged in as '	Logged in as 'Marple Council' of customer 'Marple Council'									
🔅 System Menu >	🌣 Defi	Pot hole									×
User Menu	Here you c	ReportName *									
Dashboard		Pot hole Synonyms									
– Q-n-A v	de Add	pothole; hole in road;		I							
	Report Na	Email Report To * petert@intecforbusines	s.com								
Unanswered Questions	Fallen Tre	Report Preamble Text To report a pot hole in t	he road, we will need	the location of the pr	thole and a descrip	tion					
P Reports ~	Home Re	Report Pre-Confirmation	Text								
/ Reports	manhole	The council may contain	ct you about this repo	rt using your email ac	ldress linked to you	r voice assistant acco	ount.				
F ³ Reported Issues	Missed B	+ Add 💉 Edit	Delete								
💠 System Maintenance 🗸	Pot hole Street Lic	QuestionI		Question	Question	Selection	Respons	NextQue	NextQues	NextQues	
🔹 Settings		d ↑	Commands	Text	Туре	Items	eKey	stionId	tionIdWh enTrue	tionIdWh enFalse	
Lusers				Can you please give							*
		31	× 1	the location of the pot hole	5		Location	32	-1	-1	
		1		noie						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

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