INTRODUCING ASK MY COUNCIL

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"

INFO@INTECFORBUSINESS.COM

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!"

iFB|INTEC
FOR BUSINESS
INFO@INTECFORBUSINESS.COM

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?

iFB | INTEC
FOR BUSINESS

INFO@INTECFORBUSINESS.COM

ASK MY COUNCIL

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

CUSTOMER EMAIL

Confirming their account has been created

LOCAL AUTHORITY EMAIL

Showing you a Report has been made

AUTOMATED EMAILS

ASK MY COUNCIL

LOCAL AUTHORITY EMAIL

Showing you a Report has been made

LOCAL AUTHORITY EMAIL

Google Maps showing location given

LOCAL AUTHORITY EMAIL

Including "Link to Map"

CUSTOMER DASHBOARD

USAGE STATISTICS

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

Q&A CONFIGURATION

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

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

T: 0161 507 1599

INFO@INTECFORBUSINESS.COM

iFB | INTEC
FOR BUSINESS