

North Yorkshire County Council

Interlinking Microsoft Office SharePoint Server 2007 with Lagan Frontline CRM

Client

North Yorkshire County Council

Website

www.northyorks.gov.uk

Location

North Yorkshire

Industry

Public sector

Customer profile

North Yorkshire County Council (NYCC) is one of the UK's largest local authorities with 22,000 employees.

North Yorkshire is England's largest county, covering an area of more than 800,000 hectares and is home to approximately 579,900 residents.

Solution and technology

Microsoft Office SharePoint Server 2007
Lagan Frontline CRM

"This project was the first undertaken by North Yorkshire County Council using MOSS. Trinity provided us with both solution and skills transfer. The 'Knowledgebase' solution can be used by our contact centre staff to locate relevant information maximising their effectiveness in resolving calls on first contact. The skills transfer has allowed us to move the original solution forward and also to employ MOSS in other situations."

Steve Smith, Information Systems Manager, North Yorkshire County Council

Challenge

NYCC was implementing a new central contact centre to act as the first point of contact for enquiries and that is capable of resolving a large proportion of enquiries at first contact.

Previously the Council had a switchboard team who handled the majority of the calls and amassed large quantities of knowledge. Whilst this worked for a small team, the Council recognised that it wouldn't be effective for a larger contact centre operation. The challenge was to implement a system (Knowledgebase) that could provide contact centre agents with accurate and up to date information in a timely and effective manner.

Solution

Microsoft Office SharePoint Server 2007 (MOSS) was the product chosen to deliver the Knowledgebase. MOSS allows users to search internal documents, share business information in an efficient way and collaborate securely with internal staff, external customers and vendors. MOSS also provides a single, integrated, extensible platform to manage different systems.

We worked with the Council's ICT team to analyse the sources of data to be included in the Knowledgebase and how that data was going

to be used. Following the analysis we mapped the data sources to the most appropriate MOSS components, taking into account how best the data would be stored, searched for and displayed. This enabled us to develop the taxonomy including hierarchical structure and appropriate meta data definitions for the data.

Once the taxonomy was defined we were able to develop the site design features, structure and creation of a site template. We designed the site to provide quick and easy multi-level searching as well as supporting the development of knowledge within the team.

The solution we delivered to NYCC utilised the strengths inherent within MOSS, which provides maximum benefit to users. Moving forward the Knowledgebase can be further developed to scenarios such as remote working and 'virtual team' environments.

Benefits

- Integration with contact centre
- Easy access to data through facilitated information-sharing functionality
- Greater control over the storage, security and distribution of electronic content
- Platform provides a good foundation to build an extended user base and additional functionality.

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