

## ControlWorks® Contact

Providing a single Record of Contact for all public engagement

With financial pressures, organisational change and a drive towards different service delivery models the Emergency Services across the UK are changing the way they manage the relationship with the public and the ways in which they have the conversations – a shift towards true, multi-channel communications.



Capita has developed the **ControlWorks®** suite to provide that single information and communication hub to support voice and non-voice contact with the public and provide the best available information to the right resources to effect the best response to the request for assistance.



A key module in this suite is **ControlWorks® Contact**; designed to be deployed and integrated with other products or as part of any overall **ControlWorks®** solution. Interfacing to telephony services as well as social media and email, **ControlWorks® Contact** manages all aspects of the contact history in a single Record of Contact that integrates with supporting intelligence and national databases as well as providing immediate information on previous contacts to the call handler, scripting and warnings and the ability to initiate both emergency and non-emergency response based on the caller's needs and the information gathered.



## Key features

### Multi-channel communication



- Telephony (ACD)
- SMS integration
- Email integration
- Social media (2 way)
- Intercom

### Call management



- Call scripting
- Real time logging
- Action prompts
- Information searches
- Decision support

### Information management



- Contact history
- Appointments & Enquiries
- Intelligence
- Warning markers
- Critical registers
- Contingency planning
- Mapping (incl. Gazetteer)
- Directories
- Browser

### Information recording



- Incident reporting
- Crime recording
- Voice recording and playback

## Key Benefits



ControlWorks® Contact delivers:

- Single Record of Contact aggregating all previous communications from multiple channels to support an informed, proportionate response to the public
- Automatic, intelligent searches of supporting databases, local and national, to provide the call taker with all the available information
- Seamless integration with crime and intelligence systems to avoid duplication and double-keying of information
- Supports a single, shared Contact Centre infrastructure for all emergency and non-emergency contact as well as front desk and on-street encounters

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