

Oxfordshire County Council

CENTRALIZES REGISTRAR SERVICES WITH HELP FROM INTERALIA'S XMU



Overview:

The XMU announcement and call processing system from Interalia, has been fundamental in helping Oxfordshire County Council consolidate the booking of registrar services to the county headquarters in Oxford. Supplied through the Business Services Division of Capita Group Plc, the XMU provides a single platform to enable the Council to centralize the booking of appointments for births, deaths and marriages for the County's five districts and 300 town and parish councils.

Problem:

Prior to the adoption of the centralized system, each of the County's registrar offices handled its own appointments and inquiries. Deaths have to be registered within five days (and births within six weeks) even if this includes a weekend or bank holiday. In view of the fact that registrar offices within the County opened at differing times of the week, the Council felt it could provide local residents with a better service by directing all calls to one central location. By advertising one telephone number for appointments and advice on births, deaths and marriages the Council believed it would not only streamline the system but also provide a cost effective solution to the appointments procedure.

Solution:

The solution was an Interalia XMU, installed through Oxfordshire County Council's telephone system suppliers, Kingston In Business. This has provided an effective way of managing the hundred plus calls handled by the staff at the Council's Registrar's Department each day. The system not only delivers call processing but also ACD announcements, audio- text and music/messaging-on-hold.

An automatic answering message quickly and simply directs callers to the appropriate extension number for births, deaths or marriages. Callers can then respond to questions so that the registrar is fully aware of the nature of the query when answering the call, or they can ask to receive the information automatically, such as how to obtain a copy of an existing birth or death certificate.

"We contacted Kingston In Business, which informed us that the XMU was the ideal system for this application", said Julie Stannard, a Capita Services Voice Consultant. "It is operating extremely well, and has interfaced perfectly with the Council's existing ISDX system, but most importantly, it can be quickly and easily reprogrammed to change or provide additional information to ensure callers are kept waiting as short a time as possible."

Company:

Established in 1989, the Capita Group Plc is one of the largest, and fastest growing professional support services organizations in the United Kingdom for Local Government, Central Government, Education and the Private Sector. It helps Local Authorities by advising them on how to respond to the individual needs of citizens and communities by helping them to improve existing services and implement new services in all areas of communication.

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it is operating extremely well and has interfaced perfectly with the Council's existing ISDX system."**

Julie Stannard
Capita Services Voice Consultant

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