

Inbox Assistant Webinar FAQs

HOW MUCH DOES INBOX ASSISTANT COST?

Pricing is based on the volume of emails received.

To provide indicative costs, please send us:

- The number of Revenues & Benefits inboxes you have.
- The number of emails your council currently receives each month.
- The number of staff currently involved in indexing and sorting incoming emails.
- The number of FTEs responsible for processing landlord address changes received via email.

Please contact hello@govtech.co.uk for a tailored estimate.

HOW EASY IS INBOX ASSISTANT TO SET UP?

The primary setup requirement is creating new document types within the DMS for each email category.

The solution also uses Govtech's [webCAPTURE](#) service to automate landlord Change of Tenancy (COT) processes and identify account and property references. For councils that are not existing Govtech customers, some additional configuration may be required.

WOULD THE AUTOMATION WORK FOR BENEFITS EMAILS, SUCH AS HOUSING BENEFIT, COUNCIL TAX SUPPORT AND FREE SCHOOL MEALS?

Yes.

At Manchester, the Council Tax inbox was prioritised as it receives the highest volume of enquiries. Once implemented, the same approach can be applied to other service areas, including Benefits-related inboxes.

Inbox Assistant can be configured for virtually any council inbox, including:

- Housing Benefits

- Council Tax Support
- Free School Meals
- Planning
- Licensing
- Sundry Debt
- Revenues and Benefits (R&B)

We simply need to understand the relevant workflows and business rules to automate the processing of emails effectively.

DO YOU HAVE TO START WITH THE COUNCIL TAX INBOX?

The Council Tax inbox is typically implemented first because it often receives the highest volumes and delivers the quickest return on investment.

Additional inboxes can then be introduced in phases, depending on your council's priorities and requirements. Timelines are discussed during the discovery and engagement process.

CAN INBOX ASSISTANT MANAGE A GENERIC REVENUES AND BENEFITS (R&B) INBOX?

Yes.

Inbox Assistant can categorise and process emails received into a shared Revenues and Benefits inbox, routing them to the correct category and workflow. The most effective approach will depend on your existing processes, which we would review during the engagement and discovery stage.

FOR WORK ITEMS THAT HAVE BEEN PROCESSED, DOES THE CUSTOMER RECEIVE AN EMAIL TO CONFIRM THEIR REQUEST HAS BEEN DEALT WITH?

In Manchester's implementation, customers receive an automatic acknowledgement when their email arrives in the inbox. This confirms receipt of the enquiry and provides information on expected response times.

Where Inbox Assistant loads enquiries into the DMS for officer action, Govtech does not manage the case through to completion and therefore cannot automatically provide outcome updates to customers unless these form part of the council's existing processes.

FOR GENERAL EMAILS THAT REQUIRE A RESPONSE, HOW ARE REPLIES MANAGED?

Manchester uses a CRM system to manage all outbound customer communications, so responses are sent directly from the CRM.

Where a council responds from its DMS, Inbox Assistant can also be configured to store outgoing correspondence within the DMS if this is not already handled automatically.

HOW IS DATA KEPT SECURE?

Govtech's Data Privacy Guidance explains how we securely process data on behalf of councils, who remain the Data Controllers.

The guidance has been updated to include Intelligent Document Processing (IDP), which is provided by Netcall as a sub-processor. Netcall meets the same stringent standards for data privacy, security and data processing as Govtech.

CAN WE SPEAK TO JOHN OR SAMANTHA ABOUT THEIR EXPERIENCE?

Yes.

We've checked with both John Bailey and Samantha Sauco from Manchester City Council, and they are happy to discuss their experiences. Please contact graeme.maychell@govtech.co.uk, and we'll be happy to arrange an introduction.

CAN WE GET A COPY OF THE PRESENTATION?

Yes.

A copy of the webinar recording will be sent to everyone who registered for the webinar.