

# Digital Response for Constituents

## Smarter Self-Service

Today's digital citizens continue to push government agencies to make services available online. During emergency situations, this need for digital engagement is more important than ever. In times of uncertainty, citizens look to public institutions for guidance. Governments, responsible for keeping citizens current and informed at all times, need an effective way to manage more frequent communication and share knowledge quickly. In times of crisis, as call volumes peak and support inquiries surge, governments must turn to digital channels to respond to their constituents and proactively support their communities — and the digital channels must be launched and updated at record pace.

Oracle Digital Response for Constituents simplifies government communication with a solution that citizens can rely on to get instant, personalized advice that is up-to-date and consistent. Easy to administer and quick to deploy, Oracle's solution eases the burden on government employees by redirecting constituents to intelligent self-service portals for complex issues, while enabling delivery of government services and guidance 24x7 via a multitude of digital channels. By rapidly responding to citizens' needs, governments can build trust and deliver the assurances their communities need most in times of crisis.

### Smart self-service advice

Provide relevant knowledge and intelligent advice, tailored for each constituent via preferred channels

### Citizen portal

Deliver a custom-branded, citizen-facing customer portal for all external content consumption – no coding required

### Keep citizens current

Upload, create and publish content across a variety of channels at once in one easy-to-use environment

### Reduce workloads

Deflect contact center inquiries and empower citizens to self-serve for simple and complex requests

### Intelligent advisor

Deploy self-service Q&A sessions on the web and through chat for self-service by constituents, delivering highly personalized advice, and driven by sophisticated declarative models of complex regulations and policy documentation

## How do you answer all of your citizens during an emergency?



Learn more about driving smarter self-service with **Oracle Digital Response**

