

LETTERSMARTI: AN OVERVIEW

LETTERSMARTI IS THE INTELLIGENT LETTER-WRITING MODULE FOR 3SIXTY (OUR BACK-OFFICE SYSTEM). FULLY INTEGRATED WITH THE BACK-OFFICE DATABASE, LETTERSMARTI CREATES QUICK AND EFFICIENT, INTRICATE PLAIN ENGLISH RESPONSES BASED ON LEGISLATION AND OPERATIONAL POLICIES BY COMBINING TEMPLATES WITH DECISION MAKING.

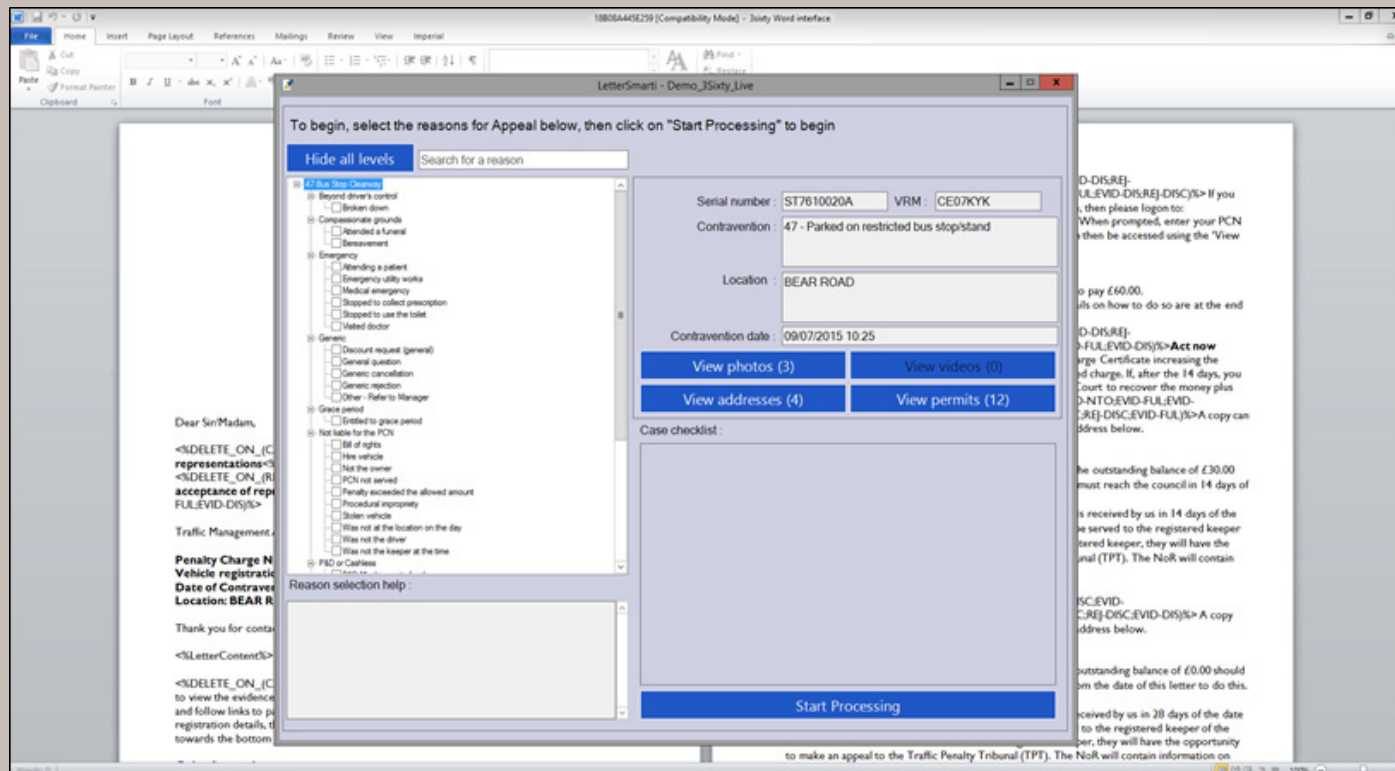
By asking the right questions, LetterSmarti helps staff to quickly, easily and confidently respond to challenges in line with Council policy. Automating the letter writing process enables users to respond to a far greater number of challenges in a shorter time.

LetterSmarti is fully integrated with 3Sixty Notice Processing and PermitSmarti -our permit management solution. LetterSmarti reads the PCN, case and permit data straight from the back-office system.

Users can view relevant case and permit information from the LetterSmarti window. Intelligent recognition of case status enables

LetterSmarti to automatically input the correct information letter based on a PCN's current position in the legislative process, and will notify the reader of the next step.

Once the letter is finished and saved, the case is automatically progressed in 3sixty.



LETTERSMARTI: FEATURES

Increased operational efficiency

The user-friendly software prompts staff through every step of drafting the letter, without the need for extensive policy training.

In-built help text

The explanation box describes the decision-making process, leading to better understanding of the challenge process. Once the correct decision has been made, further explanatory text summarises the basis on which the case has been decided.

Easily Manage Complicated Challenges

Users can select multiple challenge reasons to respond to in one letter. Where a challenge contains more than one reason, LetterSmarti provides a point by point explanation of the resolution for the citizen. Users can search from a list of challenge reasons by typing keywords into a search box, however contravention-specific reasons will display at the top of the list.

Customisable plain English Responses

Our standard configuration appropriately drafts responses in easy-to understand English. Customers are welcome to customise the wording of their letters.

Consistent Decision Making

Your parking policies are encoded into a sophisticated decision tree in line with legislation. The system takes the user through questions about the correspondence and ensures the appropriate response is created every time.

Full Audit History

The created letter is logged into 3sixty where it can be viewed and printed. LetterSmarti stores all the answers that were given to arrive at the decision to demonstrate exactly how a decision was reached, providing a greater level of audit than a manual process.

Efficient Evidence Management

Users can see all relevant photo and video evidence within LetterSmarti and photos can be attached to letters at the click of a mouse. LetterSmarti can also draft a table showing the VRM history, to highlight persistent evaders.

Hide all levels Search for a reason

- Generic cancellation
- Generic rejection
- Other - Refer to Manager
- Grace period
 - Entitled to grace period
- Not liable for the PCN
 - Bill of rights
 - Hire vehicle
 - Not the owner
 - PCN not served
 - Penalty exceeded the allowed amount
 - Procedural impropriety

Reason selection help :

Use this reason where a N/O has been sent and the motorist states they were not the owner / had sold the vehicle / or were hiring the vehicle

Reason :
Not the owner

Where did we obtain the motorist's details?

Answer :
Hire Company
DVLA
Hire Company

Explanation :
Check whether we transferred liability to the motorist from a rental company.

Next step

Text to be inserted :

The Penalty Charge Notice (PCN) was issued to you because your vehicle was seen parked with one or more wheels outside of the marked parking bay.

You have explained that you were not the owner of the vehicle at the time of the incident.



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