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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.

Case information

Serial number

EP00000719

Vehicle

97MH13 (GREEN CITROEN)

Contravention

86 - Out of bay

VIEW MORE INFORMATION

Step 1 - select challenge reasons

COLLAPSE ALL

EXPAND ALL

Bays and bay types

Beyond driver's control

Compassionate grounds

Emergency

Generic

Grace period

Not liable for the PCN

P&D or Cashless

Permits & Blue Badge

Permitted activity

Signs and lines

? Low signage

? Restriction marked after vehicle parked

? Signs and lines inadequate

? Signs or markings hidden

? Unaware of restrictions

Selected reason

• Signs or markings hidden

Where the motorist claims that signs, lines or road markings were covered by: flooding, foliage or vegetation.

Abandon Challenge

VIEW GENERATED LETTER

Clear reason selection

CONTINUE WITH SELECTED

Letter preview

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.

I have investigated the circumstances raised in your correspondence and have made the decision to not cancel your notice. The reasons for my decision are set out below, along with the options available to you at this stage.

You stated in your correspondence that the road markings were hidden from view by snow.

I have read your comments and looked at the evidence on this case carefully. However the photos taken by the Civil Enforcement Officer show the signs and lines to be both correct and not obscured. There is therefore not enough evidence to prove to me that the road markings were covered by snow when this contravention took place.

OK

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.

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.

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.

Finished - outcome reached

Outcome details

REJECTION AT (FULL CHARGE)

Next progression

F - 0424 - LETTERSMARTI REJECT CHALLENGE (NO DISCOUNT)

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Abandon Challenge

Start again

ACCEPT OUTCOME AND FINISH



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