CIVICA

Cx Anti-Social Behaviour (ASB) solution

An intelligent case management solution helping local authorities to better serve communities by reaching case outcomes faster

Cx ASB empowers an advanced and efficient approach to ASB investigations, significantly reducing administration and improving accuracy

Enhances user experience

Enables informed decision making

Reduces administration

Comprehensive case-building, holistic information management system

Cx ASB from Civica is an advanced case management solution, empowering local authorities to effectively manage responses to anti-social behaviour incidents and community issues.

This solution provides a clear view of all associated perpetrators for every case, helping local authorities understand the full impact of an incident. This advanced case management system significantly reduces information collection time, enhances user experience and enables informed decision making.

Civica's Cx ASB enables effective information management that empowers informed decision making, helping local authorities reach outcome more efficiently and better serve communities.

Upon report of an incident:

1. Perpetrator details are automatically searched against all records, notifying case officers of any associated incidents

2. All supporting documents and images are made available in one place with preview function, significantly simplifying the case building process

3. Case officers are directed to the next required actions based on case criteria, increasing efficiency and minimising training requirements

4. Documents are automatically generated, reducing administrative tasks for case officers

5. Case officers are notified of any updates and reviews with customisable alerts for effective case handling.

Key benefits:

► **Reduces administration and saves time**

► **Increases efficiency and accuracy with unique automatic task assignment**

► **Enhances user experience and increases productivity — all supporting documents and images are available and easily accessible**

► **Empowers informed decision making through advanced activity tracking and data reporting**

► **Customisable alerts help to increase officer safety.**

Top reasons to choose Cx ASB solution

Unique workflow assignment for every case

Cx ASB improves the user experience and simplifies task management for every case with its unique workflow assignment. This generates a bespoke task list, enabling the responding case officer to reach outcomes efficiently and consistently.

Processes and procedures can be tailored to match local working practices. This intelligent approach guides the user through the case management process in a logical manner, eliminating the requirements of manual task list creation.

Cx ASB unique workflow assignment helps local authorities streamline job list creation, significantly increases process efficiency and improves accuracy.

Task automation minimises administration time

Key tasks such as document generation or action path can be automated based on information gathered within Cx ASB.

This empowers case officers to work smarter, increasing productivity and reducing administration time.

User defined dashboard

Cx ASB provides a customisable dashboard view of case information. Case officers can configure this with their most frequently used functions, improving user experience and saving time.

Enhances field interviews with mobile devices

Case officers conducting field interviews can securely enter information via mobile devices. The data is automatically updated for the relevant incident, helping you drive efficiency and further reduce administration time.

Advanced report and analysis with full traceability of case progress

With Cx ASB, all cases can be categorised and prioritised depending on type and severity. This enables officers to manage cases more effectively, helping local authorities to better serve citizens and communities.

Case progress, including costs and activities, are fully tracked and monitored, supporting clear analysis and informed decision making. This enables local authorities to review and reflect on existing procedures, implementing improvements where applicable.

Increases officer safety with configurable notifications for ASB cases

Multiple alerts can be set on people and/or assets notifying visiting case officers of any specific concerns associated with the incident.

It also enables groups of individuals to be listed as a perpetrator, alerting officers of all offenders associated with an incident.

Key features:

▶ **Provides a holistic view of single or multiple perpetrators, including association to other incidents in a single interface**

▶ **Specifies multiple complainants against a single case, helping case officers understand impact of an incident**

▶ **Available as a cloud-hosted, managed solution, or on premise**

▶ **User defined workflows for control of automatic tasks and actions assignments**

▶ **Customisable dashboard views of key information related to places, people and other entities.**