Customer Engagement Portal

Active citizens are satisfied citizens

Customer engagement portal is a universal tool to enable customer/citizens to be active in cooperation on various topics, including self service portal that automates usual task/services provided, customer engagement part to enable citizens involvement in local activities/communities and communications part that enables to share broad range of information daily needed.

What is Customer Engagement Portal?

Customer engagement portal is a cloud based application, that enables customers/citizens communicate with local authorities. It enables active communication on various topics, automates routine tasks, increase efficiencies in providing and asking for information to/from local authorities.

Why customers use Customer Engagement Portal

- Secured communication with public services offices
- Easy access to information
- Open platform for future implementation
- Secured and verified requests
- Open, flexible, secured and user friendly solution

Secured communication

- Secured communication with encryption
- Customer/citizen identification using electronic ID card
- Interconnected with Ministry of Interiors registers

Easy access to information

- Central point of entry for all registers
- Available whenever wherever needed
- Integration with local authorities

Open platform

- Open platform for future integrations
- Ability to interconnect with the already existing tools, portals
- Easy and fast scalability reflecting future needs

„With the implementation of this modern solution – Customer Engagement Portal, we really start with a true digital transformation of the public services. End users through the portal gain access to electronic services of the state, wherever and whenever needed."

Roman Vrba, Ministerstvo vnitra ČR