

New Customer Access Terminal in Tysoe

Residents in Tysoe will now be able to contact Stratford on Avon District Council using the new Customer Access Terminal (CAT).

Originally customers would travel to the main Council offices, or to one of the three area offices. However, with the recent economic difficulties, the area offices were closed but there was a desire for the Council to provide a different access channel and to try and expand our presence further and ensure that face to face was still an option for those in the remotest part of the district, it was felt that technology should be used to achieve this without the need to travel.

The challenge was to deliver an easy-to-use system for communicating in a face-to-face manner with one of the customer services advisors from a remote site. The system had to be accessible for the user without the need for you to understand the underlying technology and allow you to transmit documentation securely to the advisor whilst maintaining confidentiality and security at all times.

Customer Access Terminals (CAT) has been used to develop the concept and we are pleased to announce that we now have a presence in Tysoe.

Our terminals allow you to talk, one to one with a customer service advisor at our headquarters in Stratford-upon-Avon. Each terminal is equipped with scanners and webcams. The scanner allows you to easily show documents to our advisors and the webcams allow you to interact face to face for a more personal service.

The facility is in the side office at Tysoe Children's Group, The Old Fire Station, Main Street, Tysoe CV35 0SR. You will be able to contact the Council, Monday to Friday between 9.30am and 4.30pm.

For further information please contact Serena James on 01789 260910.