END TO END DIGITAL JOURNEY MAP 2023/24

1 — SERVICE CONNECT
END OF AUGUST 2023

- ITERGRATE APP, PORTAL AND STAFF PORTAL WITH SERVICE CONNECT

2 — CANCEL AND AMEND – REPAIRS PRIORTY
END OF AUGUST 2023

- INCLUDE THE OPTION ON ALL PLATFORMS TO CANCEL AND AMEND A BOOKING

3 — WEBSITE/ UMBRACO UPGRADE
SEPT 6TH 2023

- UPGRADE FROM VERSION 8 TO 10
- STREAMLINE WEBSITE MENUS

4 — REPAIRS 2.0
MID OCTOBER 2023

- IMPROVED REPAIRS BOOKING PROCESS
- BUNDLE JOBS
- ABILITY TO RAISE SUB-CONTRACTOR JOBS
- IMPROVE/ADD ALL TENURE FUNCTIONALITY

5 — STAFF PORTAL
END OF OCTOBER 2023

- INCREASE IMAGE SIZE
- INCREASE NUMBER OF IMAGES
- COMMUNAL REPAIR JOBS

6 — RENT 2.0
EARLY DECEMBER 2023

- DIRECT DEBITS
- SWITCH ACCOUNTS

7 — YOUR TENANCY 1.0 – EXISITNG RESIDENTS
EARLY 2024

- SURFACING OF EXISITNG DOCUMENTS
- FORMS/INPUT

8 — YOUR TENANCY 2.0 – NEW RESIDENTS
MID 2024

- SURFACING OF NEW DOCUMENTS
- FORMS/INPUT

9 — CHATBOT 3.0
MID 2024

- INTERGRATE WITH SERVICE CONNECT AND OPEN HOUSING
- REPAIRS
- RENT
- FAQ

10 — ALEXA 1.0
END 2024

- REPAIRS
- RENT
- FAQ

11 — VIDEO CALL SERVICE
END 2024

- REPAIRS DIAGNOSIS
- VISUAL GUIDANCE