



### **MyCouncil Notifications**

When a user reports a problem via the MyCouncil web application they are given the option to provide an email address and / or a telephone number. If supplied MyCouncil will then issue notifications to the user when the call is raised and again when the call is closed.

### **Call Created Notifications**

Below is an example email notification sent out when a call has been raised. The user is given the call number, the target resolution date, a reminder of what the call was (in case they have raised multiple calls) and a link which will allow them to see the status of their call.



**Your call number is 216573**

**Our target resolution date is Tuesday, 2 November 2010 at 11:59:21**

Thank you for raising a call with us regarding the fly-tipping of black bags, please use the call number above when enquiring about the current state of the problem.

If you wish to enquire about the current state of the problem then then use the link below or telephone us on 01604 837837.

[Click here to see the status of your call](#)



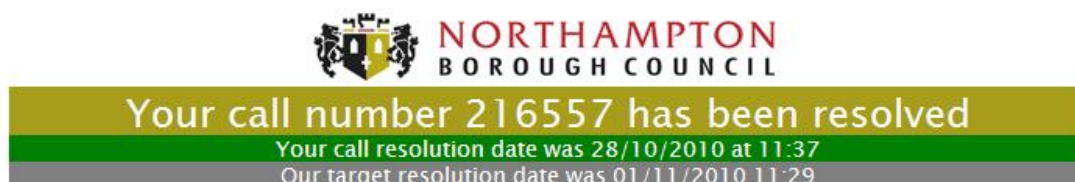
Below is an example of a text message notification given if the user supplies a mobile telephone number. Due to size restrictions we limit the content to just the call number and the target resolution date.



Attached is a file called OpenCall.mp3 which is an example of a voice message sent if the user supplies a landline telephone number. Due to size restrictions we limit the content to just the call number and the target resolution date.

## Call Resolved Notifications

Below is an example email notification sent out when a call has been resolved within the target resolution date. The user is given the call number, the target resolution date, the actual resolution date coloured green to indicate the call was resolved by the date we gave and a reminder of what the call was (in case they have raised multiple calls)



The call you raised with us regarding the fly-tipping of black bags has been resolved.

We hope you are satisfied with the service provided by Northampton Borough Council on this occasion.

If you have any further queries about this call then please telephone us on 01604 837837.



Below is an example email notification sent out when a call has been resolved outside the target resolution date. The user is given the call number, the target resolution date, the actual resolution date coloured red to indicate the call was not resolved by the date we gave and a reminder of what the call was (in case they have raised multiple calls). The user is also informed that we will be investigating why we did not meet the target resolution date and that we will be in touch with them with an explanation when we have completed the investigation.



The call you raised with us regarding the fly-tipping of black bags has been resolved.

We apologise for not being able to resolve the problem within our target date, we are investigating why this has happened and will contact you with an explanation when our investigation is completed. However, we hope you are still satisfied with the service provided by Northampton Borough Council on this occasion.

If you have any further queries about this call then please telephone us on 01604 837837.



Below is an example of a text message notification given if the user supplies a mobile telephone number. This time, due to size restrictions we limit the content to just the call number and the actual resolution date.



Attached is a file called CloseCall.mp3 which is an example of a voice message sent if the user supplies a landline telephone number. Due to size restrictions we limit the content to just the call number and the actual resolution date.

