



BACK OFFICE SYSTEM

App-management web service
Toll-free number and on demand service

Completely accessible via the web, designed to manage and update informative and interactive app content so that citizens can make use of it in a simple and dynamic way.

Improves toll-free number efficiency by managing user requests and allows for the automatic and optimised scheduling of on demand collections.

“COMMUNITY WASTE COLLECTION” APP MANAGEMENT

The Back Office web system is equipped with a simple and intuitive web interface that allows for the following:

- the option to keep app information up-to-date and accessible to citizens, such as the waste collection calendar, the waste contribution guide, the waste dictionary, information on collection centres, report types, home waste collection types and information relating to the toll-free number;
- the sending of information to users via personalised push notifications.



TOLL-FREE NUMBER MANAGEMENT

The Back Office Service enables cataloguing reports or collection requests, for example bulky waste or pruning clippings, in two ways:

- entirely automatically if said requests are received from citizens via the informative and interactive "Community Waste Collection" app;
- by entering data into a simple and intuitive web interface.

Cataloguing includes all user data, as well as request details and an attached photo. The toll-free operator managing the notice can give immediate feedback to the user by sending a push notification to the app or via email.

Specific calendar days can be associated with waste collection requests in order to create a daily collection service plan. This plan is detailed and exportable in a printable format.



ON DEMAND COLLECTION

The management of the on demand service is integrated into the interface, allowing app managers to:

- define the operating scenario by specifying the vehicle needed for the service, the items to be collected, the collection area and the waste calendar;
- acquire user waste collection requests, which automatically reach the system via the "Community Waste Collection" app, or via the toll-free number (entered by an operator);
- generate a list of collections organised according to optimised routes that can be sent to a mobile device

installed in a vehicle via the "on demand" app, which provides assisted navigation;

- trace all requests that have been processed for a final check.

On demand waste collection services are entirely automated through an advanced software request processor that is supplied with all the input data, including user geolocation information.

// BACK OFFICE SYSTEM //



