



**ZIPPORAH**

## Post Covid Registration Service

As we head into the next phases of post-crisis delivery, registrars all over the country are braced for an explosion in demand for appointments to deal with their backlogs; since appointments other than deaths have been suspended.

To aid clients in this endeavour, Zipporah has been adapting existing functionality and adding new features to ensure clients have an easy path to getting back online to the benefit of all. While the focus has been on births and deaths, we have created functionality that can be extended to all appointment types - not just to deliver on a post-Covid scenario, but also to improve efficiency and delivery to the future - beyond the "new normal".

### Minimise exposure time by expediting your appointment process

As a front-line service, registration departments will need a customer facing element to deal with births, notices and the many other offerings. The recent experiment to deliver online birth registration is not without its concerns and so many will still be dealing with signing the official registration in person. With this in mind, Zipporah has been actively working to deliver a method by which the time spent in a confined office with individuals is limited - with a view of aiding in the safety of staff.

### Attach documents to P3 booking types

Take the opportunity to create a pro-forma of information required, which can be sent to citizens before the appointment. Ensuring information is available quickly and easily.

### Document Upload

Allowing documents to be attached to appointments so they can be easily retrieved and viewed before an appointment.

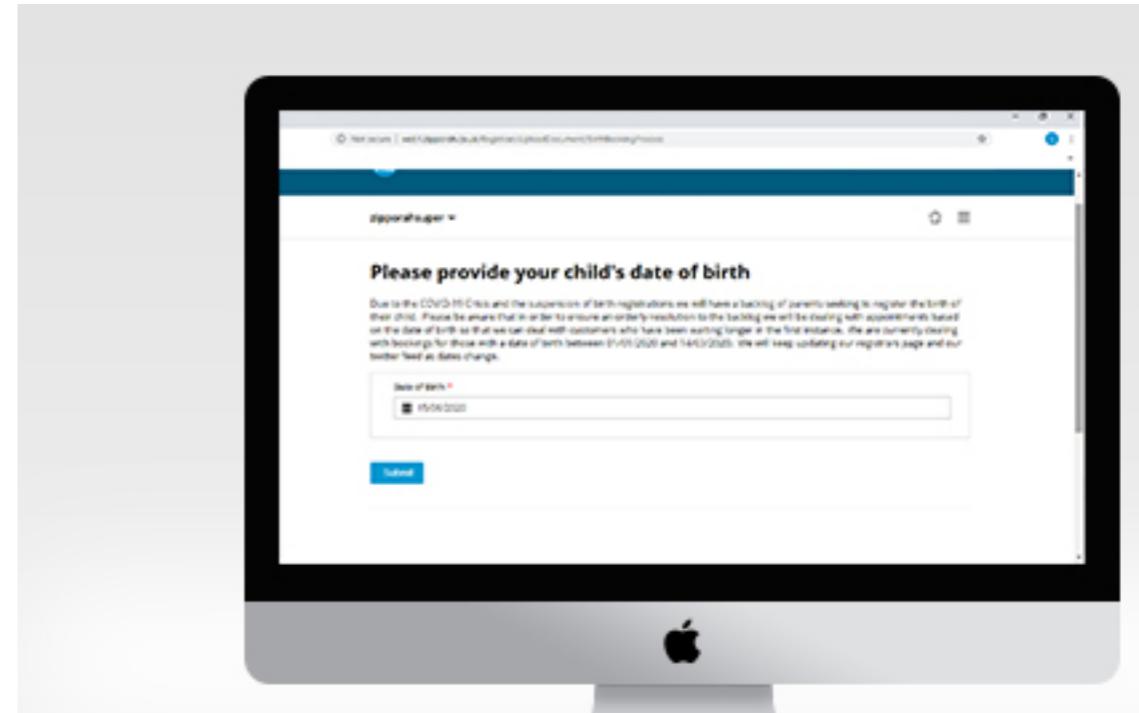
### Document Portal

Zipporah has created a document portal as an easy way for citizens to upload any pro-formas directly to their appointment - allowing you to view and manage appointments quickly. Take the opportunity to enter the information from the pro-forma before the appointment, then invite your citizen in to approve details and sign. Moreover, this will reduce the time they need to spend in the office f2f.

### Document Portal - Deaths

Take the opportunity to enhance the current process and allow death bookings to be made online. Instead of asking for MCCD to be emailed etc., ask your colleagues to upload the documents to the portal. If possible, with an email address of the informant to give you greater opportunity later. All documents can be viewed through the system and checked for completeness (signatures etc.). When confirmed as "accepted", an email is sent to the informant address with a link to make their appointment, which will in turn automatically attach all documents loaded.

This new streamlined solution will allow you to open any appointment online, and get your customers loading their content - enabling you to quickly and efficiently manage incoming data. Furthermore, you can enable closer-working with your colleagues in relation to death appointments; while delivering greater service to your citizens at what is a difficult time.



## Specific Birth Date Controls

With a backlog of demand for birth booking appointments currently in the thousands, the ability to control demand will be vital. Zipporah sites for services which have returned online following lockdown has seen more than 4,000 booking requests coming in at once - and these for services not as vital as birth registrations!

To help control the process, Zipporah's new add-on will open appointment slots with priority given to those with children born earlier in lockdown. In simple terms, Zipporah's new process will allow you to implement a staged approach to birth appointments, based on a child's date of birth.

The above functionalities have been implemented in order to make your processes work for you - not just today - but with the future of your post-Covid rollout and beyond. If you would like more information on any of this (including video content or a workflow for the document processes), please get in touch.

We are already seeing requests coming in from a large number of clients, so acting quickly is vital, to ensure we can put you in amongst the dedicated resource we have available currently to deliver this functionality.

Please contact us to discuss options for this functionality or to discuss other issues you may be facing that we can suggest options of how to deal with within the existing system or how we can amend the system to work for you.