



Waste and recycling collections

February 2014 Go

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

- Blue bag (paper and cardboard)
- Green bin (general refuse)
- Blue bin (glass, cans, plastics) and Blue bag (paper and cardboard)

[Refuse and Recycling Calendar - Tuesday B \[161kb\]](#)

Garden Waste Collection calendar for properties who take part in the garden waste collection scheme

[Garden Waste Calendar - Wednesday Week One \[92kb\]](#)

Your local Councillor

- Councillor Richard FOSTER (Conservative)
- Grassington

Station View Station Road, Threshfield, BD23 5BP



MAKE YOUR WEBSITE A SERVICE DELIVERY HUB

With public sector budgets spread ever thinner, it's more important than ever to shift transactions to lower-cost, web-based channels. However, if your website isn't joined to your other systems, the self-service experience can be clunky and frustrating. The result: customers will quickly return to face-to-face and phone transactions that put unnecessary strain on your budget.

To ensure customers remain on the most efficient channels, you need to provide a web experience that keeps them coming back. That means connecting the site to the back-end payment systems, databases, and cloud-based applications that support the online processes you offer your customers.

By selecting a Content Management System that integrates out-of-the-box with a wide range of back-office systems and customer-facing applications, you can deliver a web experience that provides easy, convenient online service for your customers, and ensures you realise the full, long-term benefits of Channel Shift.

GOSS
CMS Integration

“GOSS linked our databases to the website, so residents can enter their postcode and see information about council and NHS services in their area. It's an innovative feature that we're really happy with.”

SHARON HUDSON, COMMUNICATIONS
MANAGER, CRAVEN DISTRICT COUNCIL

Benefits to your customers

- ▶ Easy and quick self-service
- ▶ Satisfying web experience
- ▶ 24/7 access to services
- ▶ Connect via mobile, tablet or PC
- ▶ Save time and money

Benefits to your organisation

- ▶ Move more transactions online
- ▶ Reduce service delivery cost
- ▶ Improve customer satisfaction
- ▶ Connect and engage with customers
- ▶ Understand customer needs

Introducing the GOSS iCM

GOSS iCM (intelligent Content Management) has been continuously modernised over the past 10 years. It is a powerful content management system designed for service-led websites with large volumes of contributors, pages and traffic.

GOSS iCM is engineered for out-of-the-box integration with your wider systems environment, seamlessly linking to a wide variety of applications and services both inside and outside your organisation, ensuring your web channels are service-rich and ready to deliver "digital by default".

Key features

GOSS iCM provides native integration with a wide range of applications:

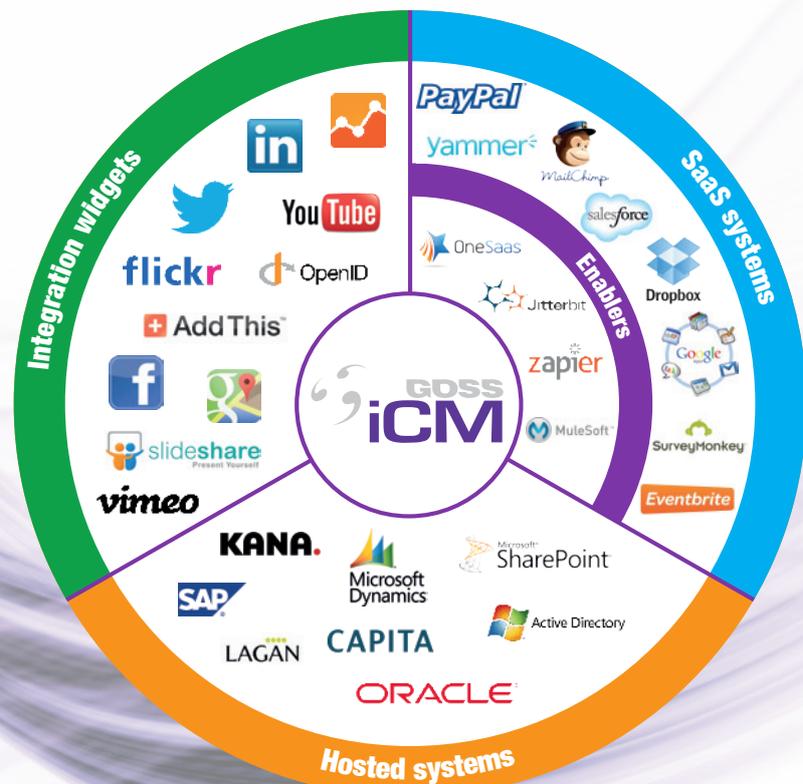
- ▶ **Marketing and CRM:** Create joined up campaigns and gain full customer insight with integration to MailChimp, KANA, Salesforce.com, Microsoft Dynamics and Google Analytics.
- ▶ **Finance and ERP:** Enable straight-through payment processing and other useful services with built-in integration to SAP, Lagan, Capita and Oracle.
- ▶ **Payment services:** Make paying online easy with integration to PayPal and back-end payment systems.
- ▶ **Social media:** Engage web users through Facebook, Twitter, LinkedIn, YouTube, Vimeo, Flickr and many more.
- ▶ **Collaboration tools:** Collaborate with colleagues and customers using Yammer, Dropbox and Microsoft SharePoint.
- ▶ **Online services:** Poll users with SurveyMonkey, let them log in with OpenID, and manage event bookings with Eventbrite.

GOSS iCM can link to a huge range of apps and services:

- ▶ **OneSaas:** Harvest and analyse sales, financial and customer data from disparate systems.
- ▶ **Jitterbit:** High performance integration services for a variety of apps.
- ▶ **MuleSoft:** Connect SaaS and enterprise applications, both in the cloud and on-premise.
- ▶ **Zapier:** Provide a seamless web experience by automating over 250 web apps.

Why GOSS Interactive?

Customer Experience Management technologies from GOSS Interactive power some of the UK's most customer-centric websites, including Brittany Ferries, Virgin Trains, Visit South Tyneside and the Met Office. Built around the award-winning GOSS iCM content management system, our Customer Experience Management tools let you deploy web strategies that meet your customers' needs today and deliver the content and functionality they'll need in the future.



Get started today

GOSS iCM is the easy way to create a website that seamlessly connects your web visitors to all of your key services. Contact us today to discover how you can get started.

W: www.gossinteractive.com E: enquiries@gossinteractive.com T: 0844 880 3637

Get started now

Complete our online form to get started.



www.gossinteractive.com/integration