TMPM DIGITAL PRODUCTS & AUTOMATION

TMPM Feedback & Information Hub

Turn feedback into learning.

Coordinate responses and make workloads, recorded targets and recurring themes easier to see.

See the workload

Explore fictional cases by department, category and status in the sample dashboard.

Coordinate the response

Make ownership, response preparation and review visible through a clear working process.

Learn across cases

Agree the themes and measures that help teams understand recurring issues and improvement priorities.

Try the sample

Filter a department, inspect overdue sample cases and explore the response workbench in the council demonstration.

Open the working sample

IMPLEMENTATION / SCOPE AND RESPONSIBILITIES

Build around your organisation.

Start with one workflow and agreed users, then evaluate before expanding.

What you provide

- Case categories, process stages and responsible teams.
- Relevant response rules, approval routes and reporting needs.
- Data sources, access boundaries and information governance requirements.

Who needs to be involved

A sponsor and service owner, representative users and the relevant IT and information governance leads. Bring operational and records expertise into decisions about permissions, retention and workflow.

What we agree together

Scope, access roles, source systems, configuration, training, support, licences, costs and success measures. Confirm what remains manual and where any integration or AI support is appropriate.

Important scope distinction

Complaints, compliments and information requests need distinct processes and accountability. Authorised staff retain decisions and sign-off; connected automation must be tested for the proposed workflow.

Discuss a pilot

Explore the sample, then agree the implementation your team needs.

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