

e-Consultation



What is e-Consultation?

E-Consultation is a software solution that automates the process of making various documents based on agreement brought through a consultation involving a large number of participants. The application allows citizens and employees to participate in creation and improvement of documents throughout the process of automated public or private/internal consultation.

e-Consultation

E-Consultation and who is it for?

E-Consultation supports the creation of documents involving large number of people and is intended for:

- government and public institutions concerning/such as the Government and its Ministries, various agencies and institutes, and local self-government such as legal entities responsible for making documents and decisions of public nature,
- large companies that want to include its employees or a part of them in an internal consultation, or want to initialize a public debate with the aim to comprehend the public opinion on a product, service or initiative.

E-Consultation and what is it for?

E-Consultation supports the creation of all types of documents involving a large number of participants:



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How is e-Consultation different from competition?

The market offers similar products but not similar solutions. Compared to e-Consultation all other solutions are imperfect. The existing products:

- do not offer a complete solution adjusted to public and internal consultation,
- do not support different working modes along with transitions amongst them,
- do not follow the whole life cycle of a public or internal consultation,
- do not allow automated sorting of received amendments and comments,
- do not allow word recognition by context (possibly by keyword),
- do not allow automatic linking between documents and received amendments,
- do not allow graphical linking between documents and received suggestions.

All this mentioned above results with low level of automaticity, significant loss of time and substantial user effort.

What are the advantages of e-Consultation?

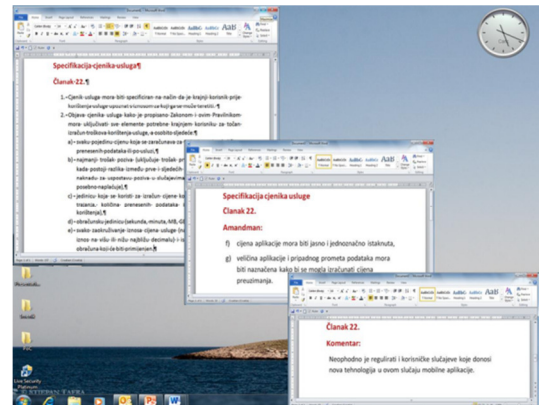
- better public service
- greater efficiency and transparency
- faster decision making
- greater credibility and better public reputation
- greater legibility and visibility of a matter discussed
- easier monitoring and management of a consultation
- permanent record of the entire course of the consultation
- allows users to save time on routine activities.

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How can a customer benefit from e-Consultation?

e-Consultation allows :

- easy transition from one mode to another, for example from internal to public,
- easy management of amendments and comments,
- collaboration of a large number of participants,
- automatic grouping of amendments,
- decision record and argumentation,
- logical systematization of suggestions,
- user registration,
- encrypting text if needed,
- simple monitoring,
- permanent storage.



e-Consultation supports :

- the entire life cycle of a consultation,
- working in different modes (internal, public, opened, closed, etc.),
- commenting articles or sections,
- automated opening and linking between windows,
- explanation of assessment and decision,
- creation of database of interested and selected participants,
- warning at the start and at the end of a consultation,
- context recognition of unstructured suggestions,
- advanced reporting, etc.

e-Consultation

e-Consultation eliminates:

- tampering with paper or electronic versions,
 - hand systematization, copying and assignment of suggestions,
 - spending time on searching for the right sections/articles.
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How can user profit from e-Consultation?

- user can see and download the whole text of a consultation,
 - amendments and comments are entered via web in an opened window that is linked with a specific article/section,
 - user can open a window for amendments and comments next to a specific article/section as he or she advances towards the end of a document,
 - user doesn't have to link an article/section of a document with his amendment or comment if he or she doesn't want to or is not able to,
 - user can enter his or hers suggestion in the application on web or intranet pages in the window at the end of the document,
 - user can send his or hers suggestion via e-mail.
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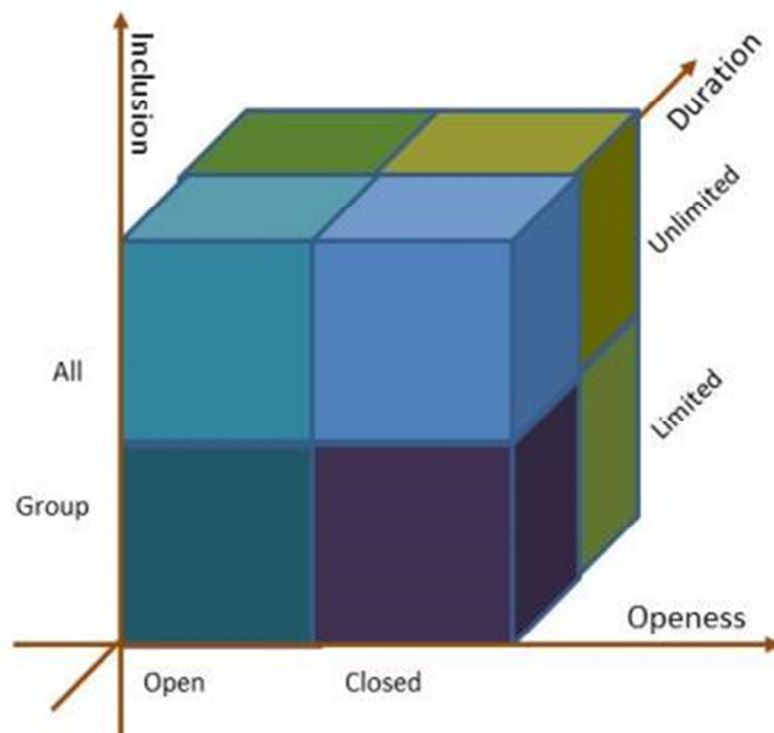
The application can recognize the meaning of a user's suggestion by:

- analyzing the suggestion automatically by dividing it in paragraphs and forming amendments and comments out of it,
- amendments are automatically grouped by content similarity and are linked/connected with articles/sections in the document. This is how already grouped suggestions can be visually linked by application to articles/sections in the document.

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What are the possibilities that e-Consultation offers?

Based on a life cycle of a consultation, three-dimensional matrix state and a mechanism for discovering contextual information, e-Consultation can significantly improve the effect of cooperation with a customer while making documents brought through a public or internal consultation.



e-Consultation allows multiple working modes:

X – being internal or public:

- **Public e-Consultation** – internet pages can offer participation in making of a document to citizens.
- **Internal e-Consultation** – it is possible to invite employees to participate in a creation of a document via intranet pages.

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Y – by duration:

- **On-going consultation** – it's purpose is to continuously collect ideas about possible improvements such as laws and books of regulations
- **Time-limited consultation** – a call for improvement of an already existing document before the adoption date.

Z – by availability:

- **Numerically limited consultation** – allows forming and engaging different groups in every phase of a consultation, and
- **Numerically unlimited consultation** – allows engaging citizens or all employees groups in every phase of a consultation.

The application covers the entire life cycle of a consultation regardless of working modes: a) preparation, b) starting, c) enrolment, d) review, e) modification, f) amendments, g) decisions, h) completion, i) archiving.

In order to simplify, speed up, and make the consultation easily accessible to participants, especially to managers and administrators, the following steps are taken:

- **Text segmentation** into numbered headings (paragraphs, articles) with linked windows for amendments, comments, statuses, explanations, etc.
- **Automatic grouping and linking of participants suggestions** e-mailed with sections of text submitted to a public consultation. Machine learning algorithms are applied for recognition of contextual information of suggestion, and for selecting suggestions and their particular sections, articles, etc.

Capabilis d.o.o

Capabilis d.o.o was established in 2011 after a successful completion of a technology project co-financed by Croatia Institute of Technology.

The company was registered for providing services in field of information and communication technology.

Company's research and development efforts aim to create new ideas, applications and services that bring new value and deal with real problems in the field of IT market.

If you have an issue in the field of electronic communications such as:

- Questions that should be answered?
- Ideas you want to realize?
- Software problems you have to deal with?

Than Capabilis is your best partner!

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