

# Reassigning Actions has never been so easy for Murray River Council



The FYB Reassign Actions, has provided Murray River Council with the following key capabilities and features:



- ▶ Simplifies functionality, making it more intuitive for users
- ▶ Streamlines the process for reassigning actions, enabling staff to easily allocate tasks to colleagues
- ▶ Actions are being proactively updated, therefore improving the accuracy of tracking actions on records

## About the Council

The Murray River Council area covers 11,865 square kilometres, with a population of 11,456. It comprises of three wards, Moama, Greater Murray and Greater Wakool.

## The Solution

The FYB Reassign Actions add-in for Micro Focus' Content Manager is a simple but effective solution that enables users to reassign the current action for single or multiple items quickly and easily.

## Challenges

- ▶ Council staff found it challenging to allocate work to colleagues or reassign actions using the long list of internal and external locations
- ▶ By not reassigning actions, staff would email work instead of utilising the reassign functions available in Content Manager
- ▶ Tracking actions became virtually impossible with staff working outside Content Manager

## Benefits

Using the FYB Reassign Actions has provided the Council with the following benefits:

- ▶ Reassigning actions has become a seamless and simple task for staff to complete
- ▶ No additional training was required and staff were comfortable to begin using the add-in as soon as it was rolled out across the Council

## Implementation

Murray River Council have been an FYB Support Member since 2014. As part of their FYB membership they have free access to the FYB Enhancement Suite of add-ins for Content Manager, which includes the FYB Reassign Actions.

When the FYB Reassign Actions was implemented into the Council's environment, users adopted it very quickly as it was available in the Content Manager ribbon, providing easy access to users.

"I've found FYB a pleasure to deal with- with quick turn arounds and FYB staff are always available to discuss any queries or questions I had along the way."

Sandy Paterson, Records Officer, Murray River Council

See how easy it is for your users to reassign actions with the FYB Reassign Actions add-in for Content Manager. Contact us today to organise a demonstration and subscription pricing.



"Implementing this solution at Murray River Council has made staff feel more confident in reassigning actions and this has had a flow on effect- with staff more likely to reassign work rather than email – making for greater tracking of actions"

Sandy Paterson, Records Officer, Murray River Council