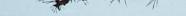
How the happiest people of the world are kept happy – even when using the digital services of the public sector.







## Our government: "All public sector bodies' services must go digital by 2023.

# The challenge

How to pinpoint what issues Finns are struggling with when using public sector's digital services? Public sector agencies receive up-to-date data on how well their digital services actually serve

> Self-evaluation and collecting feedback from end users

Palveluhallint	a			
			<b>Pirjo Jalo</b> Digi- ja väestötietovirasto	EN 🗸 🚍
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Monitoring <sup>™</sup> change name	g page: Palv	elukortin tilaam	inen -service	Sivun tunniste 12
Voit hallinnoida työki SELF REVIEW TOOL	aluja ja seurata niistä : CUSTOMER FEEDBACK	saatujen tietojen yhteenvetoja	tällä seurantasivulla.	
	Customer Fee	dback Tool		
	URL: Copy link	Open link	rice. Monitor feedback with the Customer Fe	Guide Bedback Tool.
Select follow-up period Last 7 days	URL: Copy link	open link	rice. Monitor feedback with the Customer Fe Show results as Chart	© Guide sedback Tool.

#### Daringly transparent

Accessible solution

A neverbefore-seen universal tool

## **Our solution is Quality Tools.**



## Freedom to roam – also digitally

Comparable and compatible both on EU and national level.

#### **Obtainable tool**

- National level service
- Scalable EU-wide
- Free of charge

User experience is finally for everyone.

Quality Tools is a perfect fit for our need for enhancing overall user experience of our digital services. We are especially keen on deploying the benchmarking possibility.

We are sure that this kind of universal and nationwide services which are based on EU principles will be the future of digital services.



– Maaria Toikka Director of Development, digital channels

The Finnish Transport and Communications Agency Traficom



# The outcome

### **Sense of urgency**

### **More happiness**

### **KIITOS, MERCI, THANK YOU.**

FINNISH DIGITAL AGENCY

