SmartForms

The smartest and simplest way to move your services online
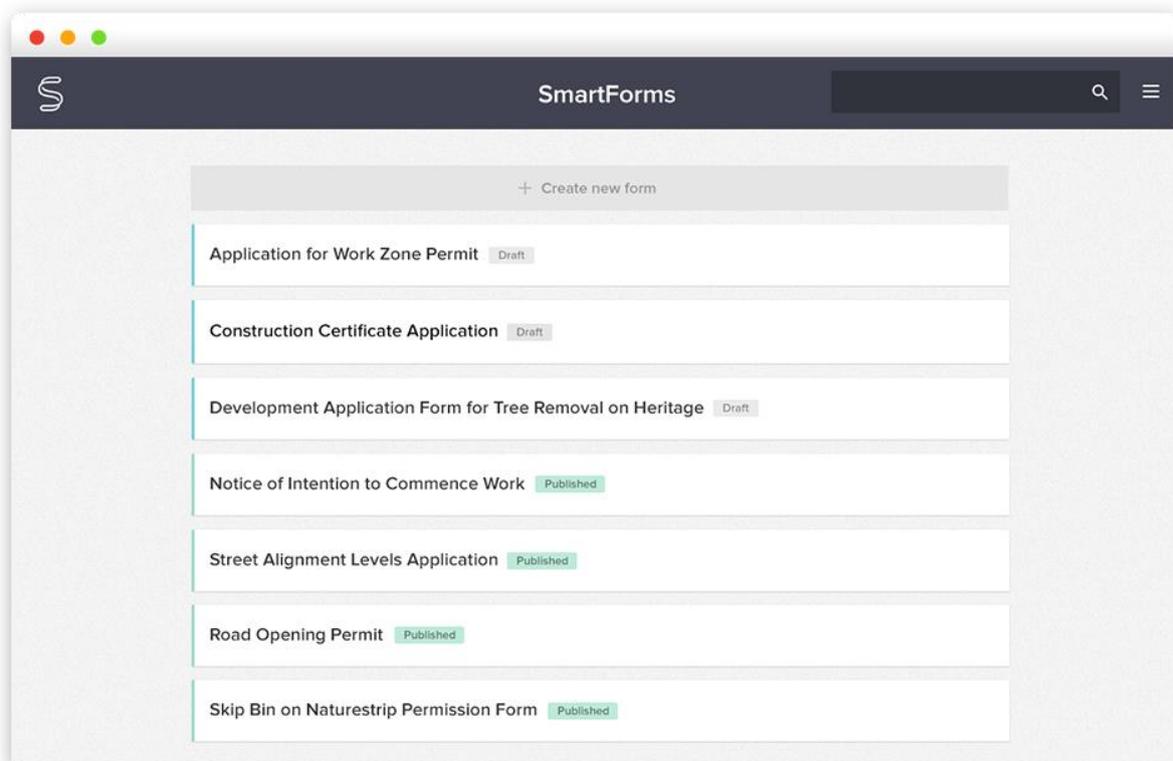
Anyone can create beautiful forms online without any coding

SmartForms is the smartest and simplest way to accept applications, submissions and payments online.

Unlike paper forms, SmartForms can be completed on any device, any time 24/7, and can be embedded into your existing website or accessed as a standalone webpage.

You can replicate your existing forms, or create completely new ones, in the intuitive Drag and Drop editor and free your customers from the burden of printing your PDF forms, completing them and returning them to your customer service centres.

In just a few minutes you can create workflows that could save your team days of paperwork.

Drag and Drop interface

Reinvent your existing PDF forms, or create completely new ones, with just a few clicks.

Our intuitive form editor means that anyone can create a beautiful, accessible form with all the benefits of a digital service such as accepting file uploads, e-signatures, predictive address fields, calculations and online payments.

Customise the look and feel of your forms with our suggested colour-schemes, or create your own to match your corporate identity.

Smart logic that's easy to use

The SmartForms editor gives you the power to transform confusing paper forms into simple questionnaires.

Show or hide fields to ensure that your customers only see questions that are relevant to their request, helping them smoothly navigate to the end and saving them a phone call or face-to-face appointment.

Complete when convenient

SmartForms provides a secure online channel for accepting customer submissions at any time of the day or night.

If users don't have the information they need or encounter a hurdle, with just one click they can save their progress and email themselves a link to remember to finish it later.

Accessibility

Our digital forms can be completed by users of all abilities.

SmartForms adheres to strict accessibility guidelines and best practices, for example, ensuring that each data field has an associated label to improve comprehension.

To make certain that our visual design is as user-friendly as possible, SmartForms is re-evaluated by Vision Australia for 'AA' accessibility compliance every six months.

Data sovereignty

Your customers need to trust that their data is in safe hands.

Research shows that 35% of Australians would withhold personal information if they knew that a website was not based in Australia.

All data is stored in our secure Australian Data Centres to guarantee that your data remains in Australia and that you are compliant with data sovereignty laws.

All devices and browsers

SmartForms can be completed on all popular devices and browsers, and they will continue to adapt as technology evolves in future.

All of SmartForms functionality and smart-fields will be maintained for cross-browser compatibility, mobile friendliness and accessibility compliance at no extra cost.

SmartForms Subscriptions – A self-funded model

The self-funded model provides you with the option to create and publish as many SmartForms as you need at no cost.

No limitations are placed on your access to SmartForms functionality and smart-fields. We will host and maintain your forms to ensure cross-browser compatibility, secure data hosting and accessibility compliance.

With the self-funded model, fees only apply on success – defined as when a customer successfully completes and submits a SmartForm. A nominal fee is then charged for each submission, as outlined below.

These fees have been calculated to be far more cost effective than existing customer service channels such as answering telephone calls, fielding enquiries at customer service centres or having your staff re-keying submitted PDF forms into your CRM/DMS.

$1 per submission

or

$2 per submission for forms submitted via web service into Council's CRM/DMS*

and

1% of transaction fee or $5 (whichever is the lesser) for transactional and payment forms

* Once available, the CRM driver can be self-installed and configured. Seamless services can also carry out installation on a time and materials basis.

For more information and to register for a free trial visit

smartforms.seamlesscms.com

SmartForms is a Seamless service.