



Crown  
Commercial  
Service

# Contact Centre Services

- flexible outsourced solutions and bespoke consultancy support

improve  
customer  
service

manage  
forecast and  
volume risk

workforce  
optimisation

demand  
management

innovative  
digital  
solutions

commercial  
value











## Why work with us

**Our Contact Centre Services framework will help you access a range of suppliers who can provide market leading contact centre services and bespoke consultancy support.**

It is designed to help you achieve best value whether you're part of a central government department or a public or third sector organisation, such as a university or college, local authority, NHS trust, charity or housing association.

The framework is suitable for both large and small scale requirements, so whether you have a contact centre of 20 or 2,000 agents we can help you cover all aspects of customer engagement from traditional telephony to robotics, email, web chat and back office processing.

### Benefits include:

-  **optimise service**
-  **deliver commercial value**
-  **deploy new technologies and channel shift**
-  **blending opportunities**
-  **enhanced customer engagement**
-  **support to define customer requirements**





# About the framework

## Choose from 2 service options, known as 'lots'

**Lot 1 Consultancy:** Choose this option if you would like help to shape your contact centre requirements. The specialist consultants will undertake an end-to-end review of your customer engagement journey and recommend process improvements and solutions. Technology deployment and channel shift opportunities, including the use of digital media, will all be fully considered.

### The suppliers in this lot are:

- AGILISYS Limited
- BearingPoint Limited
- Bramble Hub Limited
- Efficio Limited
- KCOM Group Plc
- Navigation Partners Limited

**Lot 2 Service provision:** Choose this option if you are looking for a contact centre service. Solutions will fully embrace digital technology to help improve and shape your customer engagement journey with options to deliver commercial benefits, efficiency and risk management.

### The suppliers in this lot are:

- Arvato Limited
- BancTec Limited
- G4S Government and Outsourcing Services (UK) Limited
- General Dynamics Information Technology Limited
- Hinduja Global Solutions UK Limited
- Kura (CS) Limited
- SERCO Limited (Serco Consulting)
- Sitel UK Limited
- Teleperformance Limited

## Key considerations

### Processes

- customer journey
- process maps
- call scripts
- operating hours

### Front office

- calls
- text
- web chats
- self service
- social media

### Back office

- white mail
- email
- fulfilment

### People

- recruitment
- training
- multi-skilling
- scheduling
- workforce optimisation

### Technology

- virtual platform
- robotics
- channel shift
- speech recognition

### Commercial model

- fixed/variable elements
- costs per FTE/call/minute
- outcome based metrics
- incentivisation

### Performance management

- SLAs/KPIs
- call handle time
- abandonment rate
- wait time
- customer metrics


# Adding value


This framework will support the delivery of commercial value for your organisation in a number of ways:




## Why wait?


For more information on how we can help you optimise your contact centre services please get in touch:


 <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3815>

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We also share regular news, updates and advice on Twitter and LinkedIn so why not follow us?

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