



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



Crown
Commercial
Service

Why work with us?

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

It is designed to give you best value whether you're part of a central government department or a public or third sector organisation, such as a school 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, webchat 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 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
- Exela Technologies Ltd
- G4S Government and Outsourcing Services (UK) 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:



Start saving today

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

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www.crownccommercial.gov.uk

 @gov_procurement  Crown Commercial Service