

News story: Cutting the price of contact centre services

Contact Centre Services (RM3815) is a four year agreement available to help government departments, wider public sector and the third sector to procure contact centre services and specialist support and advice.

From central government departments and local councils delivering essential benefit, tax and advisory services through to the emergency services, there is a huge volume of contact services that touch the lives of almost all UK residents on a daily basis.

The new framework helps public sector bodies to maximise opportunities for innovation, channel strategy, self service and optimisation.

CCS is predicting commercial benefits and savings in the region of 10% on the costs the public sector currently spends providing similar services.

There are two lots on the framework:

- Lot 1 – Specialist Contact Centre Consultancy Services:

Strategic advice to public sector bodies on the design of Contact Centre services to provide value for money, improve efficiencies and minimise risk. This will provide benefits for both in-house and outsourced solutions.

- Lot 2 – Contact Centre Services:

The provision of a wide range of contact centres services from voice telephony to web chat and multi-channel customer engagement.

To find out more, visit [the Contact Centre web pages](#).