

9 CUSTOMER CONTACT CENTRES - UPGRADE (AN75-2009)

It is reported that the equipment that supports the Council's Contact Centres requires to be upgraded to continue to allow expansion and development in providing a quality customer service.

It is recommended this upgrade be approved as it will allow for greater flexibility in call handling in the event of a major emergency in the City. The upgrade would also allow the integration of the Council's main telephone switchboard staff into the Corporate Customer Service Team, providing a greater and more flexible pool of resource for telephone call handling.

The cost of the upgrade from British Telecom is £39,200 and will be financed from the ICT Strategy budget, maintenance costs savings will amount to £2,000 per annum.