

WEST DUNBARTONSHIRE COUNCIL

Report by Executive Director of Corporate Services

Tendering Committee : 5 February 2009

Subject : Provision of a Voice Recording System

1. Purpose

- 1.1 The purpose of this report is to ask for Committee approval to commence the tendering process for an electronic voice recording and quality management system.

2. Background

- 2.1 West Dunbartonshire Council has a business need to introduce voice recording and quality management system within the following services

- Contact Centre,
- Repairs Call Centre,
- Council Tax and
- Finance Debt Recovery sections.

- 2.2 The introduction of a voice recording and quality management system is identified on the Council's aspiration list.

3. Main Issues

- 3.1 Many of the extensions within these services are supplied from different telecomm providers across various locations. Due to the differing technology at each site this will require hardware to be installed at each location.

- 3.2 Voice recording will provide the following functions:

- Record all calls from and to the customer contact centre, switchboard and repair centre
- Identify calls to and from individual agents
- Identify all calls to an individual agent within a set time frame
- Identify all calls to a specific extension
- Find, retrieve and playback calls easily and quickly
- Playback features available to specified number of users /PCs
- Scalable and expandable to allow monitoring of additional users
- Flexible integration with Digital, Analogue and IP PBX's
- Online evaluation and reporting of agents, teams and departments.

3.3 Voice recording and quality monitoring software enables contact centres to capture, evaluate, analyse and improve the customer experience. Through automated voice recording, synchronized screen capture, on-line evaluation and comprehensive reporting, contact centre agents and managers can coach and train staff to meet, and exceed quality service levels. It is anticipated that voice recording and quality monitoring software will deliver a number of business benefits including

- Improved first contact resolution
- Improved agent efficiency
- Improved management efficiency
- Reduced training time
- Reduced staff turnover
- Increased sales conversion
- Increased sales value
- Improved business reporting

3.4 Implementing a voice recording system will deliver one of the Council's aspirations.

4. Personnel Issues

4.1 Existing resources within ICT and each of the service functions would be required for the implementation of this system.

5. Financial Implications

5.1 The capital allocation of £62,000 has been identified in 2008/09 within each service to fund the voice recording solution.

Department	Service	No of Seats	Location	Cost £	Total Cost £
HE&ED	Repairs	8	Cochno St	9,390	
	Repairs	8	Overburn	9,390	19,000
Corporate Services (Finance)	Debt Recovery	28	Garshake	15,153	
	Council Tax	24	Garshake	13,924	30,000
Corporate Services (ICT)	Contact Centre	20	Garshake	12,928	13,000
Total					60,785

5.2 These estimated costs are based on discussions with voice recording vendors

5.3 Additional funding will be required if voice recording system is required at other locations.

5.4 Revenue allocation for annual maintenance will be accommodated within departmental budgetary provision and will form part of the evaluation process.

6. Risk Analysis

6.1 Without the introduction of voice recording software, council staff could be left open to verbal abuse without any recourse.

6.2 The improvement of the customer contact could be compromised.

6.3 One of the Council's aspirations would not be met.

7. Conclusions

7.1 An open tendering exercise will provide a competitive and transparent option for the delivery of this service.

8. Recommendations

8.1 **The Committee is invited to approve the process to begin invitations to tender for a voice recording system.**

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Date: January 2009

Ward Affected: None

Appendices: None

Background Papers: None

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