

64042

What contact centre or telephony system does the council currently use for resident-facing calls (e.g. the platform used by your customer contact centre)?

Mitel

Who is the provider/supplier of this system?

These services are provided as part of our outsourced ICT contract by CGI

How many agent seats/licences does the contact centre currently have?

Contact has a total of 189 active phone licences at present.

When does the current contract for this system end?

The CGI contract currently expires 31/3/29

Does the contract include an option to extend? If so, for how long, and until what date

The CGI contract can be further extended to 31/3/35