



Putting people at the
heart of digital evolution.



G-Cloud 14

DIGITAL CONTACT CENTRE PLATFORM

This document outlines how CloudSource modernises, and future-proofs
contact centre experience within organisations.

Introduction to CloudSource

CloudSource is an award-winning Microsoft Solution Partner Headquartered in London that specialises in spearheading digital excellence across the public sector. Our core mission is to elevate the digital capabilities of government organisations through expertly crafted strategies and transformative solutions.

Our professional service and expertise centre around Digital Transformation, Strategy and Delivery. By leveraging a collaborative, customer-driven approach and harnessing our extensive experience with public sector Departments, Agencies, and Regulators, we guide organisations to meet and exceed today's digital expectations.

About us

At CloudSource, we are committed to advising and guiding public sector entities towards achieving their full digital potential by implementing strategy and mobilising complex transformational work programmes, all powered by Microsoft Cloud Technology.

Our proven success with Central Government Departments, Agencies, and Regulators underscores our commitment to enhancing governmental operations and service delivery to the public, making us a trusted partner.

Why choose us

With over a decade of experience digitally transforming government and public services, CloudSource expertly navigates Digital, Data, and Technology (DDaT) from the back office to the frontline to seamlessly deliver connected citizen and stakeholder experiences.

CloudSource's tried and tested Agile project methodology, fully dedicated project teams of subject matter experts, and in-depth knowledge of best-in-class Microsoft Technology form the cornerstone of our transformative success in steering organisations through innovation in the digital era. We empower public sector organisations to deliver superior and more efficient citizen experiences with an unrivalled delivery success rate, zero escalations, and a consistently flawless implementation record of accomplishment.



10+ years in public sector digital transformation



Handpicked, industry-leading project team



Tried and tested, Agile project methodology



Experts in Microsoft Cloud technology



Crown
Commercial
Service
Supplier



HM Government
G-Cloud
Supplier

Service Description: Digital Contact Centre Platform

Public sector organisations can unlock the power of a cutting-edge digital contact centre by leveraging CloudSource's best-in-class contact centre solution.

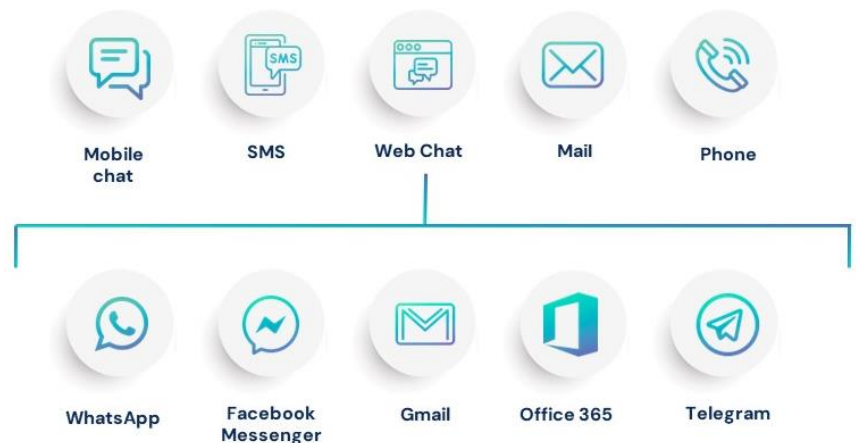
A contact centre with full digital functionality integrates social media, SMS, chatbots, and tech channels, including artificial intelligence (AI) and natural language processing (NLP). This helps agents track a citizen's journey across multiple channels.

Government organisations can now embrace the future by going digital. Instead of just reacting to citizen issues, Microsoft Technology revolutionises contact centres by proactively predicting and addressing common problems, offering personalised support and elevating citizen experiences.

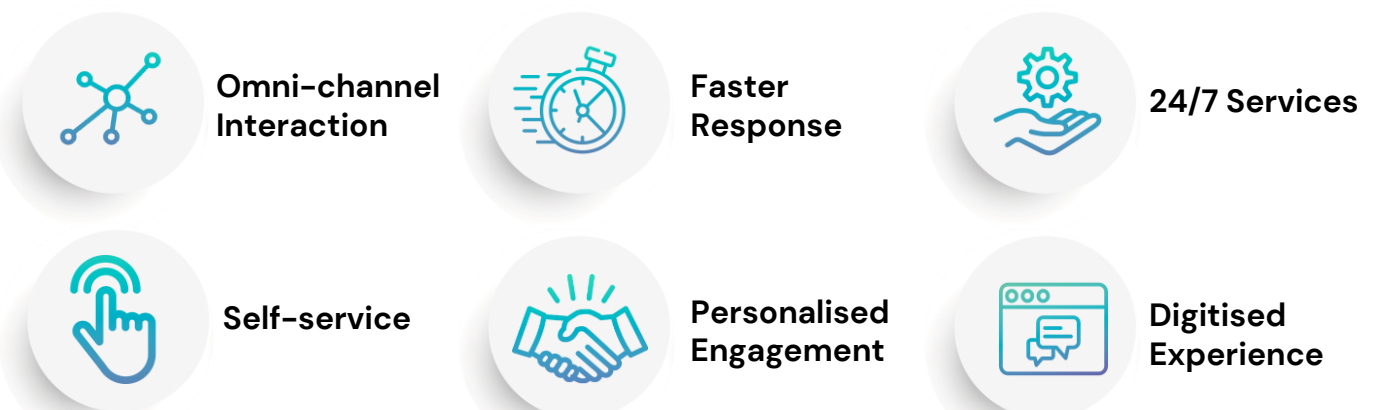
Digitising citizen experience through omnichannel engagement

Innovation is reshaping traditional customer service models. New customer touchpoints are appearing against a backdrop of rising expectations.

Access and immediacy are more critical than ever. Our platform meets these rising expectations, enabling consumers to select their preferred form of citizen service – be it live chat, message or email.



In this digital age, public services must be as accessible as banking, shopping, or subscribing to entertainment services and available through various communication channels. While traditional phone interactions remain important, tech-savvy individuals increasingly prefer digital options like texting, WhatsApp, or chatbots. By understanding individual preferences, there's greater potential for personalised interactions, a crucial factor in achieving top-tier citizen engagement.

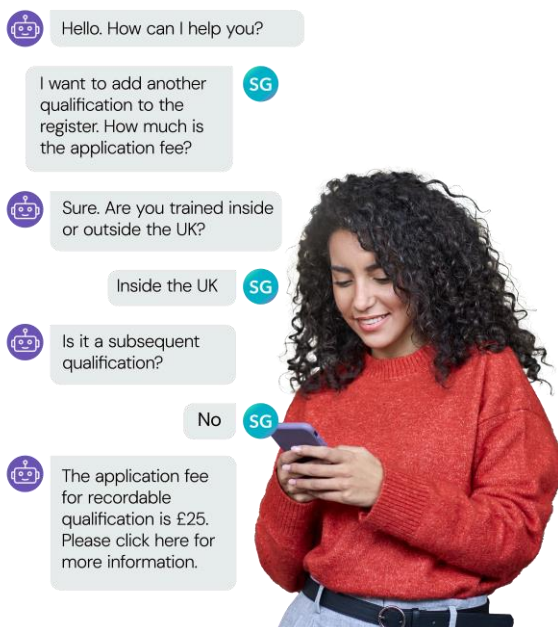


Boosting agent experience and productivity with rich data and deep customer insights



For an optimal agent experience, it's essential to deliver omnichannel customer service. Microsoft Digital Contact Centre achieves this by seamlessly integrating all communication channels into a single application, eliminating the need for agents to switch between various digital tools. Data from these channels are stored in one place, providing agents access to valuable metrics and customer/citizen insights for delivering personalised experiences.

Turbocharge your contact centre with AI –Microsoft Dynamics 365 Copilot



The future of AI is now. With Copilot, the robust AI assistant integrated into Microsoft Digital Contact Centre, agent productivity is reaching unprecedented heights. Agents can swiftly access and surface everything an organisation has ever known about a citizen, simplifying data handling in seconds.

This facilitates the completion of repetitive casework tasks and equips agents with the answers required to provide faster resolutions than ever before. Agents can receive concise and accurate summaries of customer issues and events throughout the case lifecycle, including the participants who helped address the citizen issue. It can also seamlessly integrate with a wide array of Microsoft tools such as Dynamics 365, Teams, Excel, Word and PowerPoint.

CloudSource provides business consultancy and technical development services based on the Microsoft Copilot technology stack. We offer various functional & technical services that digitise, enhance and improve public services.

Features:

Omni-Channel Engagement	Service Scheduling
Intelligent Routing	Citizen Facing Portal
Enterprise Case Management	Business Workflow Automation
SLA Based Architectures	AI Copilot

Benefits:

Engage on multiple communication channels	Customer Journey Analytics
A unified customer service platform	Service quality monitoring
Accelerated casework processes	Secure & Compliant
Self-service portal integration	Software-as-a-Service

How We Plan the Service

CloudSource provides a flexible and collaborative approach to Project and Programme planning for the implementation of new services, from blue-sky thinking and authoring of business cases through mobilisation, delivery, and continuous improvement.

We have a dedicated project management office that specialises in delivering Digital, Data, and technology (DDaT) and has experience at all stages of the programme lifecycle, including supporting service development from pre-alpha onwards. Our methodology follows a proven, GDS-aligned process. It delivers Agile Scrum with overarching waterfall governance.

Throughout delivery, we collaborate through sprints with customers and partners, using a one-team, one-goal approach and a continuous delivery principle to provide demonstrable benefits as early as possible in all our work. Project plans and milestones are aligned with deliverables, and a frequency of Highlight Reports (HLR) is delivered to provide a clear view of Project progress and activity status, leading to a high degree of confidence in achieving milestones.

Technology Services

CloudSource technology services include, but are not limited to:

Azure Integration Services

Dynamics 365 Customer Engagement

Power Platform

API Management

Provides an API service that enables entities to open their data to partners and share it internally to enrich public services.

Customer Relationship Management(CRM)

Tailoring Account & Contact features for citizen registrations, subscriptions, & contact preferences.

Power Apps & Portals

We offer various functional & technical services that digitise, enhance, and improve public services.

Logic Apps

Supporting orchestration of business processes & workflows for organisations to deliver better digital public services using automated workflows.

Customer Service/Case Management

Tailoring the Customer Services module to empower caseworkers to process transparency, regulatory and dispute processes.

Power Automate

We offer a range of functional & technical services that streamline repetitive tasks and paperless processes to digitise, enhance and improve public services.

Service Bus

Providing reliable enterprise messaging for Public Sector organisations to connect applications and devices seamlessly.

Marketing

Tailoring the Marketing module for public sector organisations, to deliver a digital communication, information sharing and notification processes.

Power BI

We offer a range of data and analytics technical skills to enable real time visualisation of business data and public service consumption.

Event Grid

Allows raising and delivering events for Public Sector organisations to connect your application with other services.

Sales

Tailoring the Sales module for public sector organisations, to deliver digital citizen acquisition, on-boarding and insight processes.

Power Virtual Agents

We offer a range of functional & technical services that digitise, enhance, and improve public services using intelligent conversational bots based on citizen and employee needs.

Terms and Conditions:

All services provided are governed by the G-Cloud 14 Framework Terms and Conditions. Additional Terms may apply dependent upon the service being purchased; these may include:

- **Software as Service (SaaS) & Cloud Storage Subscription**

All software license purchases and subscriptions are the client's responsibility.

- **Data Processing**

Data processing may be subject to an additional Data Protection Agreement.

Client Obligations:

For CloudSource to deliver our service to the highest possible standards, we may ask our clients to:

- **Onboarding**

Agreement on the most suitable governance model to meet the requirements of the engagement.

- **Engage Business Stakeholders**

Communicate the expectations of project involvement to key business stakeholders.

- **Provide Access to Technology**

Line-of-business Applications, Technology Estate & Data.

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