

FourNet Cloud Contact Centre

Service Definition for G-Cloud 15





1. Overview

FourNet Cloud Contact Centre is a secure, cloud-based contact centre service designed to help public sector organisations deliver efficient, high-quality customer interactions across voice and digital channels.

The service integrates with leading contact centre and collaboration platforms, providing scalable, resilient, and compliant customer engagement capabilities for hybrid and distributed teams.

2. Key Features and Benefits

Core Capabilities

- Inbound and outbound voice contact centre functionality
- Omnichannel support including voice, email, webchat, and messaging
- Intelligent call routing, IVR, and skills-based queuing
- Real-time monitoring, dashboards, and reporting
- Call recording, quality management, and compliance options
- Integration with CRM and business systems
- Secure cloud hosting with encryption and resilience

Business Benefits

- Improves customer experience through faster, consistent interactions
- Increases agent productivity with intuitive cloud tools
- Enables flexible and remote working models
- Scales easily to meet demand peaks and service changes
- Reduces operational complexity and on-premise infrastructure

3. Service Options

FourNet Cloud Contact Centre is available in Standard, Enhanced, and Premium service tiers. Optional modules include advanced analytics, workforce optimisation, AI-assisted routing, and additional digital channels.

4. Service Management and Support

FourNet provides ITIL-aligned service management with UK-based support. Customers access a secure portal for incident logging, service requests, and reporting.

Each customer is supported by a Service Delivery Manager and specialist cloud contact centre engineers to ensure service performance, optimisation, and continuous improvement.

5. Security and Compliance

FourNet Cloud Contact Centre is hosted in UK-based Tier 3+ data centres accredited to ISO/IEC 27001 and SSAE-18 / ISAE 3402 standards. Security controls include encryption in transit and at rest, role-based access control, multi-factor authentication, and GDPR-compliant data handling.



6. Availability and Resilience

The service delivers 99.99% platform availability, excluding planned maintenance. Resilience is achieved through geographically redundant infrastructure, proactive monitoring, and automated failover mechanisms.

7. Onboarding and Training

FourNet supports onboarding through discovery workshops, configuration and integration support, administrator and agent training sessions, and access to user guides and self-help materials.

8. Offboarding and Data Management

At contract end, customers can export call records, reports, and configuration data in standard formats such as CSV, XML, or JSON. Remaining data is securely deleted using cryptographic erasure in line with GDPR and ISO/IEC 27001 requirements.

9. Pricing

Pricing is based on a per-agent, per-month model with discounts available for volume and multi-year commitments. Optional features and enhanced support are priced separately. Full details are provided in the G-Cloud 15 pricing document.

10. Service Dependencies

- Reliable IP connectivity with appropriate bandwidth and QoS
- Supported end-user devices or softphones
- Optional CRM or business system integrations

11. Accessibility

FourNet Cloud Contact Centre supports WCAG 2.2 AA accessibility standards. User interfaces are compatible with assistive technologies including screen readers, keyboard navigation, and high-contrast display modes.

12. Contact and Further Information

FourNet Limited
www.fournet.co.uk
bidteam@fournet.co.uk
0344 863 1110
Registered in England and Wales
Company Number: 05448638
3 Scholar Green Road, Manchester, M32 0TR