

Build a better Citizen Experience.



G-Cloud 15 Route 101 Software Service Definition

Route 101

Powered by Route 101

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About Route 101

Route 101 is a SaaS provider of next generation customer engagement platforms, offering award winning solutions from market leading vendors. We deliver a full range of services to ensure our clients get the maximum value from the solutions we provide, including all associated consultancy, professional services, training and support. Route 101 has:

- The **knowledge** to get to the heart of your business and customer needs,
- The **expertise** to advise you on what you need and what you don't,
- The **technology** to deliver a world-class, customer focused solution, and,
- The **desire** to build a lasting and mutually beneficial partnership with you.

Route 101's Partner Portfolio

Through a network of long-standing, trusted partnerships with the leading telecoms providers in their field, we are able to help you devise the perfect long-term technology strategy. And thanks to Route 101's experience and expertise, we provide objective, impartial advice to ensure you make the right decision on your future technology choices. Our portfolio includes the following vendors:



Route 101's Associated Services

Please see the accompanying "G-Cloud 15 Route 101 Support Service Definition" document, "G-Cloud 15 Route 101 Support Pricing" document, and our "G-Cloud 15 Government Digital and Data Roles Rate Card" for our associated professional and support services and pricing. These can be found under Route 101's listing within Lot 3, and include the following:

Design & Delivery: Architecture design, configuration, IVR development, channel enablement, platform deployment, testing, training, consultancy, using in-house expert technical resources.

Support & Service Management: Route 101 offers a tiered support service, with options to include 24x7 P1 and P2 incident coverage; ITIL service management; customer success management; regular service optimisation sessions; moves, adds, changes; and much more.

Continuous Optimisation: Beyond go-live, we work with customers to continually optimise the service, for example by refining routing, expanding digital channels, introducing new automations, improving operational efficiencies using data-driven insights, and much more.

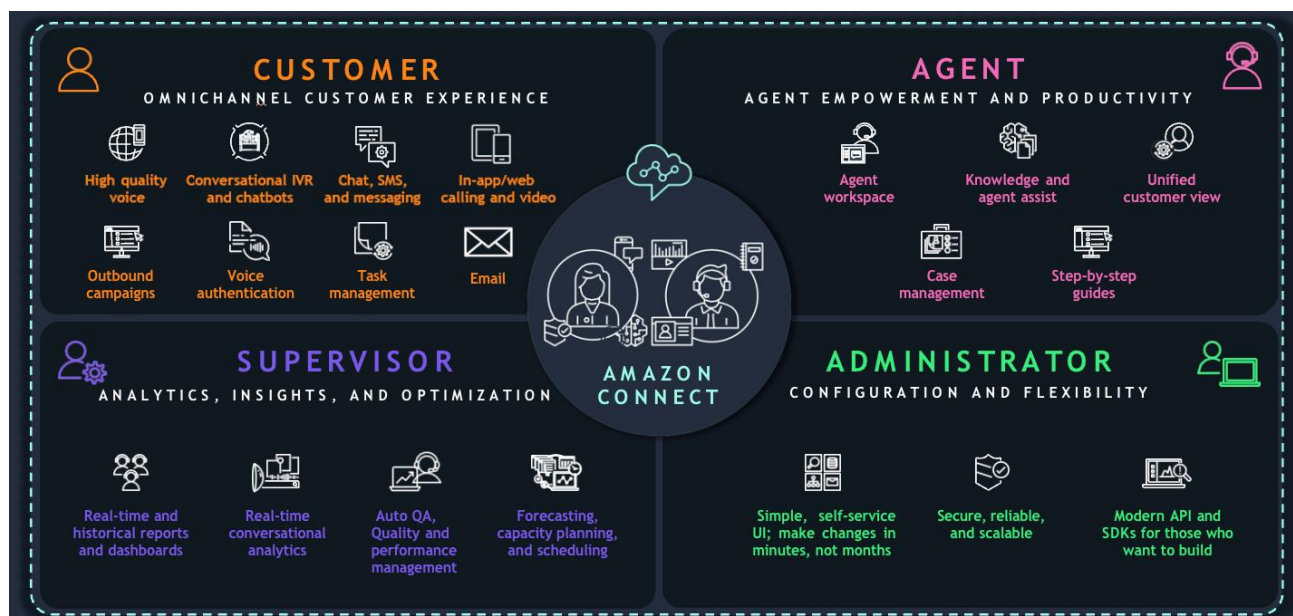
Amazon Connect Software Description

A modern, cloud-native contact centre built for smarter, faster citizen support

Amazon Connect brings routing, queuing, analytics and contact-centre management together in a single, intuitive interface. Instead of switching between multiple systems, agents, supervisors and administrators work from one place — improving accuracy, speeding up interactions and reducing operational friction.

Designed for public-sector organisations facing rising demand and complex service needs, Amazon Connect helps you deliver consistent, seamless experiences across every channel, including voice, web chat, mobile chat and task workflows.

Key capabilities of Amazon Connect are shown in the diagram below:



Key benefits for G-Cloud buyers include:

Unified experience across channels: Connect citizens to the right person first time, maintain continuity across channels and keep their interaction history intact — reducing repeat explanations and improving satisfaction.

More effective and confident agents: Agents have the information and guidance they need at the point of need, helping them resolve issues more quickly and accurately.

Real-time visibility for supervisors: Supervisors gain clear insight into live performance, queues and service levels, enabling faster decision-making and proactive workload management.

Simple, scalable cloud operations: Administrators can configure and run a high-performing contact centre without managing infrastructure, hardware refreshes or complex integrations.

AI-Powered Capabilities Built-In

Amazon Connect has been an AI-first platform from day one. With AWS' long history in machine learning, AI features are woven throughout the entire contact-centre experience — supporting citizens, agents and supervisors in real time.

Examples include:

- Generative-AI self-service agents that resolve routine queries without human intervention.
- Live voice transcription that drives agent “next-best actions” and ensures consistent service.
- Real-time supervisor assist, highlighting emerging issues, sentiment shifts and priority escalations.
- Automated quality assurance (Auto-QA) for 100% evaluation coverage.
- AI-enhanced forecasting and scheduling, improving staffing accuracy and operational efficiency.

Calabrio Software Description

Calabrio ONE Solution

A single, integrated workforce engagement suite for modern public-sector contact centres

Calabrio ONE brings call recording, quality management, workforce management and interaction analytics together in one cloud-native platform. It gives organisations a unified, intuitive toolkit to understand customer demand, improve service delivery and run more efficient operations. For public-sector teams facing increased pressure to do more with less, Calabrio ONE simplifies complexity and removes fragmented tooling, providing one consistent source of truth across all customer interactions.

Delivered alongside Route 101's implementation, support and optimisation expertise, Calabrio ONE becomes a reliable, data-driven foundation for continuous improvement. With rapid onboarding, low maintenance overheads and proven scalability, it provides a future-ready approach that supports hybrid workforces, multi-channel operations and evolving citizen expectations.

Calabrio Workforce Management

Efficient, predictable staffing with tools that empower your people

Calabrio WFM gives organisations the forecasting accuracy and scheduling flexibility needed to manage fluctuating demand across phone, digital and back-office channels. Advanced modelling, easy schedule creation and smart intraday management help teams stay on top of service levels, even during peaks or unplanned events.

Agents benefit from self-service options through MyTime — including managing availability, bidding for shifts, requesting leave and adjusting breaks — giving them more ownership and transparency. For public-sector operations where fairness and consistency matter, Calabrio WFM supports clear governance, adherence monitoring and robust reporting. Combined with Route 101's deployment and optimisation services, the result is a more efficient operation and a more engaged, balanced workforce.

Calabrio Quality Management

Consistent, fair evaluation and coaching to improve every interaction

Calabrio QM gives supervisors and managers the tools to monitor and improve service quality in a structured, transparent way. The embedded media player brings audio, screen activity, transcripts and sentiment into one view, allowing evaluators to assess interactions quickly and fairly. Configurable evaluation forms, automated workflows and calibration tools help improve consistency across teams.

With call tagging, coaching workflows and easy access to training examples, organisations can raise performance in a measurable and repeatable way. Built with compliance in mind — including

pause/resume controls and strict permissions — Calabrio QM supports environments handling sensitive or regulated conversations. Route 101 ensures your QM framework is aligned to your operational goals, KPIs and citizen-experience priorities.

Calabrio Analytics

Clear, actionable insight from every citizen interaction

Calabrio Analytics turns spoken and written interactions into practical insight that helps organisations understand trends, manage demand and improve citizen outcomes. Speech-to-text transcription, sentiment analysis and AI-generated interaction summaries give teams rapid visibility of what's happening across all channels. Dashboards make it easy to spot emerging issues, identify root causes and measure the impact of improvement initiatives.

With intelligent topic analysis, phrase detection and automated scoring, teams can quickly pinpoint common blockers, quality concerns or policy-related trends. For public-sector organisations working under scrutiny and budget pressures, Calabrio Analytics supports data-driven decisions that strengthen service delivery, reduce repeat contact and improve operational control. Route 101 helps tailor these insights to your performance framework and stakeholder requirements.

Calabrio Call Recording

Reliable, compliant recording for auditability, protection and continuous improvement

Calabrio Call Recording captures 100% of interactions, providing a secure and searchable record that supports compliance, dispute resolution and service assurance. With flexible recording options across hybrid, remote and multi-device environments, it ensures every important detail is captured and stored safely.

Features such as automatic pause/resume for sensitive data, AES-256 encryption and granular access controls support GDPR, PCI and other regulatory needs commonly found in public-sector services. Recordings can be searched, reviewed and exported quickly, making them useful for training, investigations and service improvement. When deployed with Route 101's support and architecture expertise, Calabrio Call Recording becomes a robust, dependable backbone for accountable and transparent service delivery.

Gamma Software Description

Gamma is a leading supplier of voice, data and mobile products and services in the UK. Their products include fixed telephony, IP telephony, hosted phone systems, broadband and data connections, mobile services, security, and unified communications solutions.

Gamma SIP Trunking

Resilient, Scalable Voice for Public Sector Organisations

Gamma SIP provides a modern, highly reliable way to deliver inbound and outbound voice across your contact centre and wider organisation. As the UK's leading SIP provider, Gamma underpins voice services for a significant proportion of UK businesses and public bodies — giving you a telephony foundation that is proven, secure and built for scale. For G-Cloud customers, Gamma SIP offers a future-proof replacement for ISDN, delivering crystal-clear call quality, flexible channel capacity, and seamless number portability. It works with our portfolio of CCaaS platforms making it ideal for organisations wanting to modernise without heavy infrastructure change.

Why Route 101 Delivers Gamma SIP with Confidence

As an experienced contact centre and communications partner, Route 101 integrates Gamma SIP as part of a wider, end-to-end solution — ensuring that your telephony, CX platform and security controls all work together seamlessly. Our design approach prioritises resilience, operational certainty and cost-efficiency. Key benefits for G-Cloud buyers include:

- **Built-in resilience and continuity:** Active-active and loadshare architectures ensure that voice services stay online, even during outages or high-demand periods.
- **Scalable to major public-sector workloads:** Channel capacity can be increased rapidly to meet demand spikes — from emergency response lines to seasonal peaks.
- **Lower cost, predictable billing:** Flexible channel-based pricing, inclusive call bundles and fraud-prevention measures help you control spend and avoid bill shock.
- **Compatible with cloud CCaaS platforms:** Works with Route 101's portfolio of cloud contact centre and associated services, enabling a seamless, modern voice service.
- **Fast routing and easy call management:** Public-sector teams can reroute calls instantly to maintain service levels across distributed or hybrid workforces.
- **UK-based infrastructure and support:** All services are delivered through Gamma's carrier-grade network with UK support, ISO-certified security and industry best-practice.

Ideal for organisations that need:

- A secure, predictable and resilient voice service
- High-volume or multi-site calling capability
- Simple migration away from ISDN/PSTN
- A telephony platform that complements cloud contact centre solutions
- Route 101 can design, deliver and support the full end-to-end service

Gamma MyInbound & SIP Trunk Call Manager

Flexible, resilient call control for modern public-sector services

Gamma's MyInbound and SIP Trunk Call Manager give organisations the tools to manage inbound calls with speed, confidence and complete flexibility. Instead of waiting on a carrier to make changes, service owners gain direct, secure access to call-routing controls through simple web portals — helping them respond faster to citizen demand, staff availability and service disruptions.

MyInbound provides an extensive range of routing, monitoring and management capabilities, allowing teams to build call plans around operating hours, service priorities or real-time pressures. Features such as instant divert, queueing, call flow changes, and advanced reporting help public-sector organisations stay responsive, protect key services and maintain consistent service quality. It also supports both geographic and non-geographic numbers, enabling easy control across diverse estates.

SIP Trunk Call Manager builds on this capability by combining inbound call management with Gamma SIP Trunks, offering a centralised view of all numbers and routing rules in one place. Administrators can adjust call flows, set time-of-day routing, divert calls to alternative sites, and implement IVRs or announcements — all through an intuitive control panel. It supports 01, 02, 03 and 08 numbers, including those ported into Gamma, and allows organisations to manage business continuity by invoking pre-built routing plans instantly.

Both services are widely used by Route 101 customers to enable controlled, low-risk migrations, multi-site routing, hybrid working and complex public-sector environments where resilience and transparency matter. With powerful reporting and real-time visibility, teams can monitor call patterns, understand customer behaviour and make informed, evidence-based improvements. Underpinned by Gamma's proven, UK-based infrastructure and delivered with Route 101's implementation expertise, MyInbound and SIP Trunk Call Manager ensure organisations never miss a critical call — and always stay in control.

Gamma Horizon

Cloud telephony and UCaaS built for public-sector scale

Gamma Horizon is a cloud-hosted PBX and unified communications service that delivers enterprise-grade voice, number management and collaboration in a single, UK-hosted platform. It provides features such as softphone and mobile apps, auto attendants, hunt groups, on-demand call recording and receptionist console options, all administered through an intuitive portal that supports rapid, low-risk deployments and day-to-day changes without heavy IT involvement.

As part of Gamma's carrier-grade, UK-based voice network, Horizon offers high availability, UK data residency and compliance that meet the needs of public-sector organisations. It aligns with wider UCaaS and enterprise voice options, including Microsoft Teams telephony, helping customers modernise telephony while maintaining centralised governance and predictable service levels.

Gamma Teams Direct Routing & Operator Connect

Reliable, scalable voice services for public-sector Teams environments

Gamma's Direct Routing and Operator Connect services provide a secure, resilient way to enable full telephony within Microsoft Teams, giving public-sector organisations a modern alternative to legacy telephony, with the confidence of carrier-grade infrastructure and UK-based support.

With Teams Direct Routing, organisations can integrate Gamma SIP connectivity directly with their Microsoft Teams environment. This allows complete flexibility in call routing, number management and migration planning — particularly valuable for complex estates, multi-tenant environments or staged transformation programmes. Direct Routing supports bespoke routing logic, hybrid deployments and Bring Your Own Carrier (BYOC) models, making it ideal for phased transitions and for organisations seeking maximum control.

Operator Connect offers a more streamlined approach, providing native Teams dialling without PowerShell or third-party configuration. Numbers and call policies are managed directly in the Microsoft Teams Admin Centre, simplifying telephony administration while maintaining the resilience and call-quality guarantees of Gamma's network. It's well suited to organisations seeking a low-touch, easy-to-manage model with centralised governance and enterprise-grade service levels. Route 101 frequently positions Operator Connect as the long-term target architecture for customers consolidating systems or simplifying hybrid working.

Both services use Gamma's proven voice network — the UK's leading SIP provider — ensuring high availability, predictable performance and optional inclusive call bundles that support budget control across both contact-centre and back-office use cases. They also integrate seamlessly with wider Route 101 solutions, including NICE CXone, enabling end-to-end continuity between customer service operations and internal communications.

With Route 101's design expertise, migration experience and ongoing support, organisations benefit from a secure, future-ready Teams telephony solution that reduces complexity, preserves existing investment and enhances the citizen experience.

Key IVR Software Description

Automated Payment Line

Key IVR's Automated Payment Line provides a secure and reliable way for customers to make card payments over the phone without speaking to an agent. Using proven IVR technology with full DTMF suppression, callers enter their card details directly, keeping sensitive information out of scope for agents and reducing PCI requirements for your organisation. This automated approach delivers a consistent and accessible customer journey at all times and supports teams by reducing call volumes and queue pressure. The service integrates smoothly with existing telephony platforms and offers real-time payment confirmation, detailed reporting and optional tokenisation for repeat payments. It is designed to help public sector organisations introduce efficient, secure and user-friendly payment experiences that minimise manual intervention.

Key features include:

- DTMF-suppressed IVR payment capture
- Multi-language and fully configurable call flows
- 24/7 availability
- PCI-aligned design with secure tokenisation
- Real-time confirmations and detailed reporting

This solution reduces operational effort, improves completion rates during peak periods and provides a secure, compliant and predictable payment journey for every caller.

Agent Assisted Payments

Key IVR's Agent Assisted Payments allow customers to complete secure card transactions during a live conversation while ensuring agents never see or hear card details. Customers enter their information using DTMF-suppressed inputs, enabling the agent to stay on the call and offer guidance where needed. This is particularly valuable during complex interactions where reassurance supports a better customer experience. The approach significantly reduces PCI scope and integrates seamlessly with existing call recording controls, ensuring organisations can maintain full and compliant recordings without introducing risk. With real-time confirmations, consistent workflows and smooth integration into current telephony environments, agents can handle payments more efficiently and confidently.

Key features include:

- Secure agent-assisted payment flows
- Full compatibility with call recording controls
- Real-time confirmation to agents
- Multi-language support and configurable routing
- Tokenisation for future payments

The service strengthens compliance, supports consistent agent processes and enhances customer confidence while reducing the time and effort required across contact-centre teams.

Click-to-Pay Digital Payment Channel

Key IVR's Click-to-Pay service enables secure digital payment journeys using SMS or email-delivered payment links. Customers can complete one-off or repeat payments using cards, digital wallets or Open Banking, without needing to call or speak to an agent. The service helps reduce manual processing, increase payment completion rates and support modern, mobile-friendly digital interactions. Branded templates and flexible messaging allow organisations to tailor the experience, while tokenisation supports repeat transactions. The design is fully accessible and available in multiple languages to ensure it meets public-sector inclusion standards.

Key features include:

- SMS and email payment links
- Mobile-optimised, branded journeys
- Card, digital wallet and Open Banking payments
- Multi-language and accessible design
- Tokenisation for repeated payments

Click-to-Pay helps organisations streamline digital payment processes, increase successful completion rates and provide a simple, accessible experience that supports modern, efficient public-sector services.

NiCE CXone Software Description

A modern, AI cloud contact centre platform, delivered with Route 101 expertise

NiCE CXone is a leading cloud-based contact centre platform designed to help organisations deliver seamless, efficient and personalised citizen experiences across every channel. Built as a true CCaaS solution, CXone brings together omnichannel routing, analytics, quality management, workforce optimisation and AI tools in a single, scalable platform.

For public-sector bodies facing increased demand, rising expectations and the pressure to modernise legacy estates, NiCE CXone offers a secure, resilient foundation for long-term transformation. As a NiCE Platinum Partner and a UK-sovereign delivery specialist, Route 101 designs, implements and supports CXone deployments across complex environments — including major government departments — ensuring the platform is configured to meet strict operational, compliance and security requirements.

Why organisations choose CXone with Route 101

Unified, channel-agnostic experience: Voice, chat, email, social, SMS and digital channels are all managed from a single interface, helping agents deliver faster, more consistent service and reducing operational complexity.

AI-powered service improvement: CXone's native AI capabilities — including real-time sentiment analysis, predictive routing, agent assist, workflow automation and Enlighten AI — support smarter, quicker decision-making while improving both customer outcomes and agent performance.

Scalable for peak demand: Engineered for 99.99% availability and built on enterprise-grade cloud architecture, CXone scales elastically to handle large-scale events, surges in service demand or multi-site operational needs. Route 101 designs highly resilient connectivity using active/active Gamma SIP trunks for maximum continuity.

Sovereign-cloud ready for public sector: Working with NiCE, Route 101 can provide CXone within UK-sovereign environments, ensuring that sensitive citizen data remains fully compliant with government requirements for residency and security. This approach underpins some of the largest public-sector cloud contact centre modernisation programmes in the UK.

Deep CRM integration capability: Route 101 has extensive experience integrating CXone with platforms such as Salesforce, Zendesk and Microsoft Dynamics. This includes advanced CTI features, screen-pop, click-to-dial, case routing and outbound dialler integration — proven across high-volume, mission-critical environments.

NiCE CXone Components

CXone ACD / IVR is a skills-based routing engine that intelligently routes digital and voice interactions to the right agents. Automated call distribution software provides a universal queue for 30+ digital channels, as well as voice, self-service, AI and chatbot interactions. A consolidated omnichannel agent interface provides agents with customer context, and CXone's visual, drag-and-drop Studio facilitates designing contact flows regardless of channel.

CXone Digital Agent provides 30+ social media and messaging channels. These include Twitter, Facebook, Instagram, WhatsApp, email, chat, and more, as well as a “bring your own channel” option.

CXone Agent is the browser-based agent interface for CXone which supports WebRTC as well as the option for alternate voice paths, such as a desk phone or home landline.

CXone Copilot is an AI-powered assistant that supports agents in real-time by surfacing answers, suggesting next-best actions, and generating instant summaries to improve speed, consistency, and service quality across all channels.

CXone Autopilot is a fully integrated, AI-driven virtual agent that delivers intelligent, human-like self-service by understanding intent, handling voice and digital interactions end-to-end and seamlessly passing full context to live agents when needed.

CXone AutoSummary automatically generates clear, structured summaries of every voice or digital interaction in real time, reducing after-call work and ensuring consistent, accurate records across the contact centre.

CXone Interaction and Screen Recording provides secure, full-featured call recording and optional screen capture for audio and digital channels to satisfy contact centre compliance and quality needs.

CXone Quality Management delivers a better omnichannel customer experience through targeted agent feedback. It enables organisations to leverage automatic, granular analysis and categorisation to more effectively pinpoint and evaluate interactions, keeping agents on message.

CXone Workforce Management empowers you to anticipate business demands and optimise your workforce with the industry’s most intelligent and accurate omnichannel forecasting engine. Patented AI and machine learning technology unlocks your workforce’s potential and harnesses the true power of your organisation’s greatest asset – your people.

CXone Performance Management inspires employees to own performance and align with organisational goals by providing transparency and continuous feedback in a social environment. Report on “one view of the truth” via customisable KPIs and dashboards aggregated from disparate sources to drive continuous improvement and a high-performance culture.

CXone Interaction Analytics is an AI powered omnichannel reporting and analytics tool that identifies root cause and trends across 100% of customer interactions and delivers insights through the full customer journey.

CXone Feedback Management provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities to drive actionable insights with minimal effort.

CXone Personal Connection is a patented proactive outbound dialler that generates more revenue and fewer hang-ups. It gives your internal sales teams an easier way to achieve target by connecting with more prospects every day. It also helps your customer service teams reduce inbound calls through personalised, low cost and proactive outbound notifications.

CXone Agent for CRM and Integration capabilities allow you to integrate your CRM with your contact centre operations for optimal business benefits, including improved agent productivity, holistic customer data and personalised customer experiences.

CXone Expert is a smart knowledge management platform that meets consumers at their point of need and makes the right self-service answers easy to find for both customers and agents. Expert optimises your organisation's content to improve the customer journey with effortless self-service, extending across web pages, bots, and digital channels.

CXone IEX WFM provides an alternative enterprise level workforce management solution with enhanced capabilities for agent scheduling and forecasting, agent self-service, real-time and historical adherence, intraday management, app capabilities, and more.

Route 101 CXP Software Description

Route 101's Citizen Experience Platform (CXP) is our secure, cloud-native solution designed to help public-sector organisations deliver fast, reliable and accessible services to citizens. Built on the proven capabilities of NICE CXone and supported by Gamma's resilient SIP infrastructure, the platform unifies telephony, digital engagement, automation, analytics and workforce optimisation into a single, coherent environment. This removes the complexity of managing multiple systems, providing a streamlined, future-ready foundation for modern customer service.

CXP is architected as a single logical platform, eliminating disjointed components and ensuring consistent data, unified reporting and a seamless user experience. Every interaction, whether by phone, web chat, email or social messaging, is routed, managed and monitored through one integrated framework. This makes the solution easier to administer, more resilient, and inherently scalable as service demands evolve.

The platform supports a full omnichannel experience out of the box, with digital channels, intelligent routing, interaction recording, real-time dashboards and quality management all delivered natively. AI-powered capabilities, such as conversational assistance, real-time guidance and automated summaries, further enhance service quality while reducing operational effort. CXP also enables rich insight through integrated analytics and feedback tools, helping organisations understand citizen needs, improve processes and drive continuous improvement.

Hosted entirely within the UK to meet public-sector security and data-sovereignty requirements, the platform is designed for high availability and operates on resilient cloud infrastructure with built-in redundancy across multiple sites. With more than 300 open APIs, CXP integrates easily with back-office systems, CRMs and identity providers, allowing organisations to maximise existing investments and orchestrate end-to-end citizen journeys. Supported by Route 101's implementation expertise and service wrap, the CXP offers a modern, dependable solution built to meet today's demands and tomorrow's expectations.

Omilia Software Description

Omilia is revolutionising the way that Conversational AI technology is delivered to the market. By incorporating decades of expert know-how in customer service automation, vast amounts of real-world customer interaction data and streamlined operationalisation over the cloud, Omilia are accelerating the proliferation of AI to the benefit of consumers and enterprises alike.

Omilia Cloud Platform Products

Conversational IVR for Call Centres: A natural language voice automation service that enables callers to speak freely and complete a wide range of tasks without the need for an agent. It improves self-service performance, reduces queue times and supports consistent service quality across high volume environments.

Automated Digital Chat Messaging: A conversational AI chat service that enables customers to communicate in natural language across digital channels. It provides fast, automated handling of routine queries and supports channel shift and improved digital experience.

Voice Biometrics Authentication: A passive voice authentication service that verifies callers using their unique voiceprint, delivered either within the IVR or alongside agents. It simplifies authentication, shortens call handling times and strengthens security controls within the contact centre.

AI Driven Security with TalkGuard: A multi-layer security service that detects bots, fraudulent activity and suspicious patterns during IVR and agent interactions. It enhances organisational protection and reduces the risk of fraudulent access to services.

Automated Dialogue Regression Testing: OCP Testing Studio provides code free automated testing for voice and digital conversational journeys. It allows teams to replicate and validate complex scenarios quickly, supporting faster releases with reduced risk.

Generative AI Quality Management and Agent Optimisation: A quality management capability that uses Generative AI to analyse interactions, evaluate performance, surface coaching opportunities and support continuous service improvement. It helps organisations improve consistency and elevate customer satisfaction.

Generative Knowledge, Intent and Flow Creation (Pathfinder): Pathfinder uses Generative AI to ingest documentation and create structured, concise knowledge responses. It automatically builds intents and conversation flows from documents, transcriptions and APIs, reducing development effort and accelerating time to value.

Real-Time Agent Assist: A live support tool for agents that delivers real time transcription, sensitive data redaction, intent recognition, knowledge suggestions, sentiment insights, fraud anomaly alerts and automatic call summarisation. It helps agents provide faster and more accurate support.

AI Powered Bot Detection and Fraud Prevention: An advanced detection service that combines multiple AI models to identify automated activity and fraudulent behaviour during both automated and agent assisted calls, improving customer safety and service integrity.

PCI Pal Software Description

PCI Pal Assisted Secure Payments

Assisted Secure Payments support customers with direct guidance during a payment. Whether the interaction happens by phone, email or chat, PCI Pal provides a smooth and accessible payment experience while keeping sensitive information protected. Agents can use any of the PCI Pal features – Click to Pay, Key to Pay or Speak to Pay – to help customers complete payments securely. Click to Pay can be deployed rapidly with no telephony integration, while Key to Pay and Speak to Pay integrate seamlessly with existing telephony. The service is supported with full ISO, SOC2, CE+ and PCI-DSS compliance, giving organisations confidence in every transaction.

PCI Pal Automated Secure Payments

Automated Secure Payments enable secure transactions without an agent needing to be involved. Customers can pay through IVR journeys, voice bots or chat bots, giving them a convenient and efficient self-service option. All PCI Pal payment features – Click to Pay, Key to Pay and Speak to Pay – are available within automated flows. As with Assisted Secure Payments, the solution integrates with all common telephony platforms, contact centre systems and payment gateways, and is backed by comprehensive ISO, SOC2, CE+ and PCI-DSS compliance.

Click to Pay

Click to Pay allows agents or virtual agents to send customers a secure digital payment link through digital channels including email, SMS, web chat, WhatsApp and video chat. Customers can choose how they want to pay, with options such as credit cards, digital wallets and pay by bank. The experience is simple and accessible, with no exposure of sensitive payment details to contact centre systems.

Key to Pay

Key to Pay is a telephony integrated payment method that lets customers enter their card details using their phone keypad. DTMF masking technology ensures tones are removed so that neither the contact centre environment nor call recordings are exposed to sensitive information. It is an effective way to support compliant payments within voice interactions.

Speak to Pay

Speak to Pay offers a secure spoken alternative which allows customers to give their details verbally. Integrated with the organisation's telephony environment, the solution uses advanced speech recognition to capture card details accurately after each prompt. Sensitive information is never heard by the agent or stored in call recordings, supporting fully compliant, streamlined payments.

PolyAI Software Description

PolyAI is the leader in conversational AI for the UK

PolyAI voice assistants take thousands of calls across the UK every day, with proven, off-the-shelf components for accents, slang, alphanumeric inputs, name and postcode recognition.

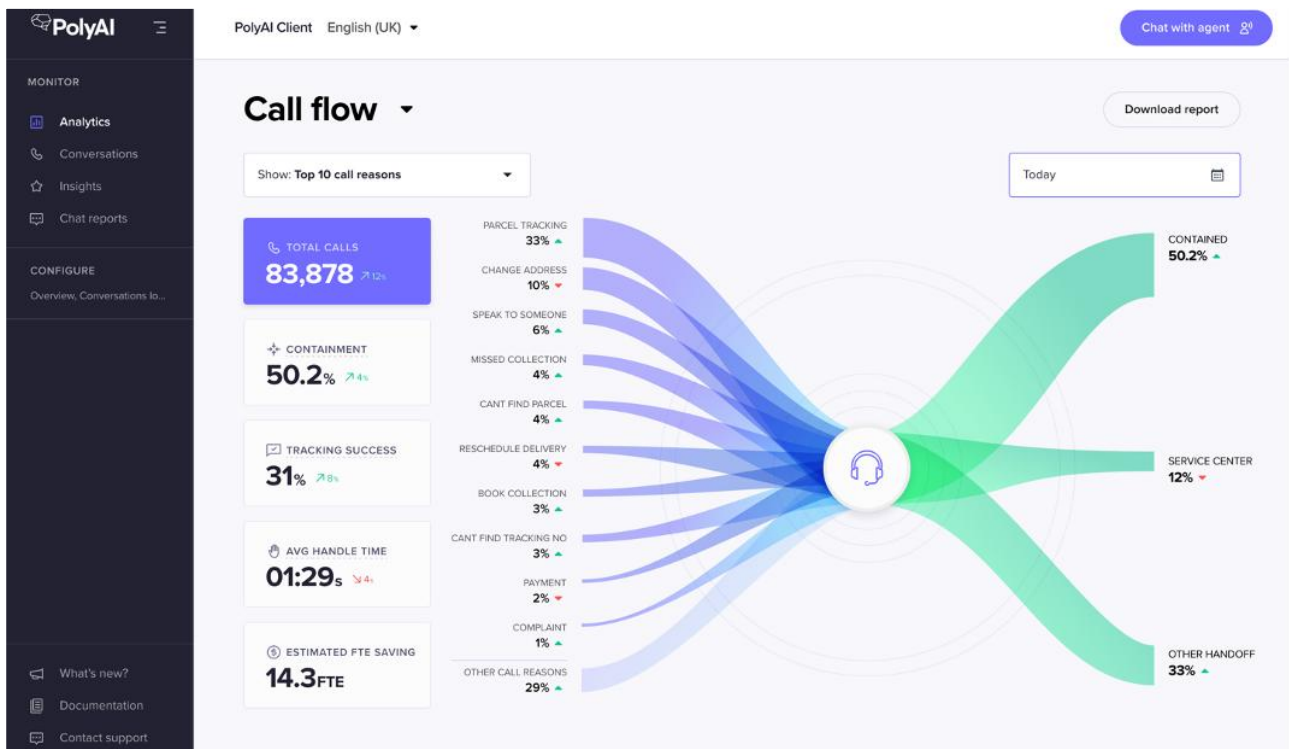
- UK-based leadership team, engineering and research hub
- 100+ individual deployments across the UK
- UK-hosted infrastructure and data residency
- Pre-built modules for to handle UK accents for postcode collection, name recognition, date and time capture etc.

Superhuman understanding: We combine next-generation speech recognition with PolyAI's Spoken Language Understanding for superhuman levels of understanding.

Intuitive conversations: PolyAI uses the latest advances in dialogue policy management and Generative AI to allow for free-flowing human-like conversations.

Natural & on-brand voice: Our text-to-speech models facilitate the creation of voice identities that fully embody your brand, for customer experiences that feel like talking to your best agent.

Business insights: Uncover actionable data that can be used for operational improvements, allowing the contact centre to deliver unprecedented value to the wider business.



Sycurio Software Description

Sycurio Software Service Description

Sycurio provides secure voice transactions for contact centres taking Cardholder Not Present (CNP) payments. The award-winning solution allows a call – and its recording – to continue as normal whilst the customer enters their credit card information using their telephone keypad. For complete security, Sycurio's patented technology masks the Dual Tone Multi-Frequency (DTMF) tones from the cardholder's telephone and replaces them with a flat tone so they cannot be recognised by the call centre agent or recorded on the call recording system. By ensuring all card data remains segregated and by removing Sensitive Authentication Data (SAD) before it hits the contact centre infrastructure, the contact centre is taken out of the scope of PCI DSS, protected against the risk of opportunistic agent fraud and the associated reputational risk.

Sycurio.Voice

A globally trusted cloud-based solution for automatically securing your customers' payment card, banking, and personal data during telephone and automated IVR transactions. In call and IVR transactions, customers simply enter their card or bank payment details directly into their telephone keypad or via speech recognition. Their sensitive data is then securely passed directly to your data processor through our secured platform – completely bypassing your agent, network and your systems. This proven approach significantly reduces your risks of data breach and the costs and complexity of maintaining your PCI DSS compliance. How Sycurio.Voice works:

- **Step 1:** Your customer calls the contact centre and begins their conversation.
- **Step 2:** When the customer needs to share sensitive data, your agent initiates 'SecureMode'. This masks the Dual-Tone Multi-Frequency (DTMF) tones as the customer inputs their data using their telephone keypad or by speech recognition.
- **Step 3:** The captured secure data is dynamically routed to your processor – entirely bypassing the company network. No sensitive data enters the environment, so you can record the call from start to end.
- **Step 4:** Sycurio.Voice removes the transaction almost entirely from the scope of your organisation's PCI DSS compliance obligations.

Sycurio.Digital

An innovative, easy-to-deploy UI and API driven omnichannel cloud-based digital payments solution which powers better customer payment experiences across all your engagement channels. Featuring powerful and flexible cloud tools for every channel you choose to transact in, Sycurio.Digital makes it easy to unleash seamless and secure payment flows for customers via a variety of digital channels, including agent chat, social media messaging, SMS & email, chat & voice bots, web and more. How Sycurio.Digital works:

- **Step 1:** Customer interaction with agent or digital channel.
- **Step 2:** Payment link is generated via API or Agent UI.

- **Step 3:** The payment link is embedded in the channel.
- **Step 4:** Customer opens and follows link, enters payment card information. The transaction progress is monitored in real-time by the agent or automatically via the API.

Benefits of Sycurio

Alongside PCI DSS compliance, Sycurio brings additional benefits to your organisation and customers:

- **Reduced Fraud:** A completely secure over-the-phone transaction means contact centre agents will never see or hear the caller's credit card details, virtually eliminating the risk of fraud from the agent community.
- **Reduced Operational Costs:** No need to manage separate contact centre teams for card transactions or operate and enforce a costly 'clean room' environment where pencils, pens and mobile phones are barred. Outsource, offshore and home-working operations can be made viable where security concerns would previously exclude them.
- **Low Impact:** Unlike other solutions, Sycurio helps the contact centre achieve PCI compliance without drastic impact on other contact centre systems. Sycurio can co-exist or integrate with your current IT and telecoms infrastructure.
- **Improved Customer Experience:** Customers intuitively understand that Sycurio has been deployed for their benefit; protecting them from identity and card theft. They enjoy the added security whilst maintaining the interaction with and assistance from the agent. Agents furthermore prefer operating with Sycurio as this removes the difficult task of accurately capturing card details from verbal communications and can improve average call handling time (AHT).
- **Reputational Risk:** A data breach can be catastrophic for business. In addition to the practical considerations of fines and compensation, the reputational damage could be immense. Customer confidence is everything and Sycurio helps to protect your company's reputation.

Sycurio is a PCI DSS Level 1 Service Provider, listed on the Visa Global Registry of Service Providers as well as listed as a Compliant Registered Service Provider on the Mastercard Site Data Protection (SDP) Program. Sycurio has also achieved certification to ISO27001, UK Cyber Essentials / Essentials Plus, and CSA STAR Level 1.

Zendesk Software Description

Zendesk for Public-Sector Service Delivery

Zendesk provides a flexible, intuitive and scalable customer experience platform that helps public-sector organisations deliver faster, more personalised and more efficient services. Designed for simplicity from day one, Zendesk is provisioned instantly, configured in minutes and requires no specialist technical expertise to maintain. It empowers agents and service teams with a clean, unified workspace while giving citizens seamless access to support across their preferred channels.

Trusted by more than 170,000 customers worldwide, including an increasing number of UK government bodies, Zendesk combines powerful case management with built-in AI, multi-channel engagement and a comprehensive security and compliance framework. With options for UK, EU or US data residency on eligible plans, it provides confidence for organisations handling sensitive or regulated data.

A Unified Suite of Products to Support Every Citizen Journey

Zendesk Suite: The Zendesk Suite brings together support ticketing, knowledge management, live chat, messaging and voice into one coherent omnichannel experience. It ensures conversations remain connected across channels and enables teams to manage queries accurately and efficiently without switching systems.

Zendesk Support: A simple yet powerful helpdesk solution for tracking, prioritising and resolving cases. All customer information is stored in a single location, driving faster responses and a consistent experience. Available across multiple service tiers with full data exportability on advanced plans.

Zendesk Guide: A mature knowledge-base platform that enables organisations to publish high-quality, self-service content. It supports knowledge capture, content analytics and continuous improvement of citizen-facing information.

Zendesk Chat & Messaging: Live chat and persistent messaging provide real-time engagement and seamless omnichannel conversations, integrated directly into websites, apps and social channels. Messaging retains full context and history, making interactions smooth and personalised.

Zendesk Talk: A cloud-based call centre solution embedded directly within Zendesk Support; ideal for organisations wanting integrated voice without the overheads of traditional telephony systems.

AI-Powered Efficiency and Automation

AI Agents (Essential & Advanced): Zendesk's AI tools use the latest generative capabilities to automate replies, detect intent, summarise issues and suggest responses. These features improve accuracy, reduce handling times and free teams to focus on more complex or sensitive cases.

Zendesk Copilot: An advanced AI add-on that automates triage, assists agents with suggested responses, creates ticket summaries and provides real-time writing enhancements, helping teams stay consistent, compliant and productive.

Automated Resolutions & Generative Search: Add-ons that expand the volume of queries AI can resolve, enabling greater call and contact deflection while maintaining quality through knowledge-based answers.

Deeper Insight, Workforce Optimisation & Governance

Zendesk Explore: Powerful reporting and analytics, offering pre-built dashboards and the ability to build bespoke reports for operational, performance and customer-insight needs.

Zendesk QA: An AI-driven quality assurance solution that analyses every interaction, identifying sentiment, risks, coaching opportunities and outliers to improve consistency and service quality.

Zendesk WFM: Integrated workforce management with real-time insights, forecasting, scheduling, coaching tools and employee-wellbeing features to support high-performing, resilient teams.

Administrative Controls & Security Add-Ons: Sandbox environments, advanced privacy controls, high-volume APIs, data residency options and priority support ensure organisations can scale safely and meet compliance obligations.

Omnichannel Contact Centre Capabilities

Zendesk offers a complete contact centre solution with omnichannel routing, real-time analytics, AI-assisted conversations, outbound campaign support and enterprise-grade voice delivered via AWS infrastructure. It combines ease of use with high reliability, rapid deployment and compliance with standards such as GDPR, SOC 2 Type II and HIPAA.

Zendesk for Employee Service

Zendesk's Employee Service Suite – built on the foundation of Zendesk's customer service platform – delivers seamless experiences for employees, streamlined operations for internal service teams, and greater productivity for all.

Why Public-Sector Organisations Choose Zendesk

- Fast to deploy, easy to adopt, and intuitive for agents and citizens.
- Secure and compliant, with flexible hosting locations.
- Proven AI capabilities that scale service without increasing cost.
- Omnichannel by design, reducing fragmentation and improving consistency.
- Open and extensible, with rich API integration options.
- Supported by Route 101's expertise, including implementation, optimisation and ongoing service wrap.