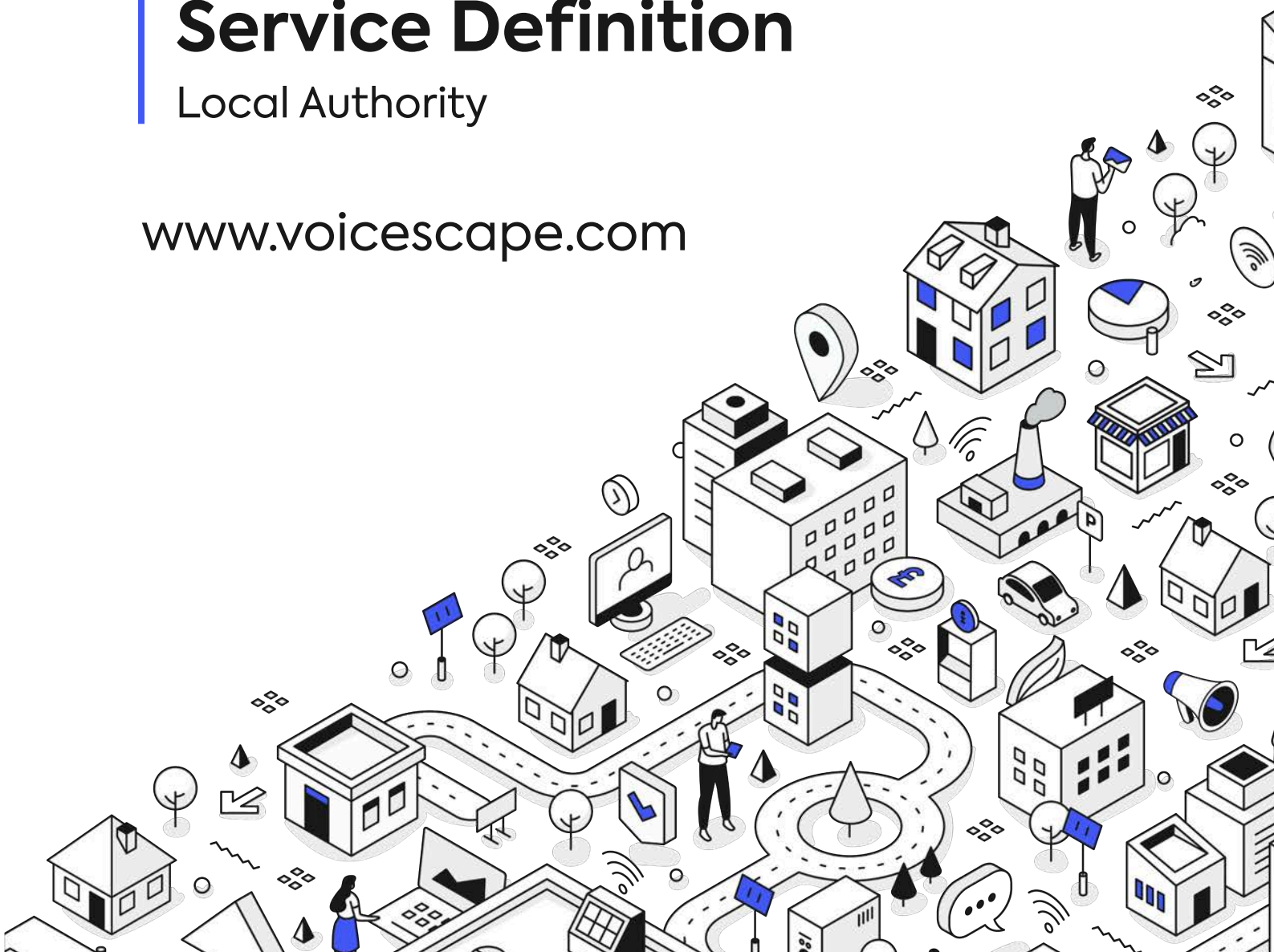




Voicescape G-Cloud 15 **Service Definition**

Local Authority

www.voicescape.com



Service Description

Collections

The Collections solution helps to maximise the effective use of your officers' time by eliminating the time spent on unproductive outbound activity, allowing allocation of staff to high-value tasks. It delivers powerful results by streamlining recovery activities from the start of the recovery process. This automated approach deploys bespoke interventions designed to triage your case lists. Multi-Channel interventions include, SMS, email, targeted one way voice call nudges to encourage self-resolution and where appropriate resource allows, an interactive option to speak with a member of your team. All interventions can be tailored to suit your existing processes. Our interventions present options for residents to self-serve online payments, transfer to automated payment lines and connect with online forms. The service enables you to improve operational efficiency, provide early intervention, enhance engagement and maximise cash collections whilst, reducing the overall cost of collection. Introducing technology allows you to modernise your service offer to your residents. Collections is highly configurable and can be deployed to communicate with residents about all collection functions; Council Tax, CTRS, NNDR, Housing Benefit overpayments, Adult Social Care Debt & Sundry Debt.

Engage

Our engage service is a configurable solution designed to deliver powerful results. It supports teams to facilitate contact and engagement in the form of information messages (e.g., about the latest support available) and replaces ineffective outbound contact activity. It's ideal for non-standard customer contact requirements such as grant information, energy rebate or ad-hoc business rate grants, small business rates relief. It also assists with more traditional transaction-based benefit and welfare checks and, financial assessments that don't suit self-serve. Once running, our automation platform can send out interventions tailored to the specific campaign including voice calls, emails and SMS messages.

What to expect when working with Voicescape

Sales Handover

When the contract documentation has been signed, our Business Development team will complete a handover and introduce our Customer Success Management and Account Management teams.

A dedicated Customer Success Manager (CSM) and Account Manager (AM) will be assigned to support you to reach your goals. Your CSM will seek to understand your immediate priorities, meet your project team, and build an implementation project plan with you. Your AM will be on hand to assist with any contractual queries and understand strategically how the project aligns with your internal goals.



Implementation Project Plan & Statement of Work (SOW)

Your dedicated Voicescape CSM will schedule a meeting to present the implementation project plan. At this meeting they will outline actions, responsibilities and dates for project delivery. Your CSM will seek a single point of contact within your organisation who can be their counterpart during the implementation.

We will also agree the full requirement, your success measures and objectives and use this information to complete a Success Plan and Statement of Works (SOW) document to be signed by both parties. The SOW forms the blueprint for the implementation and what both parties' responsibilities are, and the Success Plan ensures that success criteria are achieved.

Event	Owner	Order	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 12
Project Sign Off	Client	Order							
Project Plan	Voicescape / Client								
Data Integration	Voicescape								
	Client								
Service Configuration	Voicescape								
	Client								
Implementation / Testing	Voicescape								
Product Training	Voicescape / Client								
Go Live	Voicescape / Client								
QBR	Voicescape / Client								

Fig 1. Example implementation plan. From weeks 6 to 12, there is a period of “live” and assistance from CSM. The Quarterly Business Review (QBR) is a formal review point between the client and their account manager.

Delivering the Implementation Project Plan

Our Customer Success Management team works with you to complete the actions set out in the plan. This includes agreeing data extracts and transfers, scripts and other configuration items required for your Voicescape solution(s).



Training

To ensure that you and your colleagues are fully prepared to go-live with your chosen Voicescape solution, our Customer Success Management team will deliver training either on-site or remotely as required. Voicescape also issue user guides to enable you to get the full benefit of the system.



Project Go-Live

When the implementation is complete, your CSM will be on hand to ensure that everything is running smoothly for go live and beyond. This can be done remotely, or we can come to your site.



Quarterly Operational Performance Review (QPR)

Each quarter, your CSM will arrange a QPR meeting to consult to ensure that your Voicescape solution is performing well, fitting in with your processes and, ideally, exceeding expectations. We may also be able to provide recommendations to improve performance and will share best practice from other customers and any new product updates and releases due.



Quarterly Business Review (QBR)

After Go-Live your Voicescape AM will work with you to create a strategic account plan, detailing your key objectives and how our services can help you to meet your goals. Once the strategic account plan is in place, it is monitored quarterly to ensure that your goals are achieved, and success is measured and tracked over time.



Ongoing Communication

We will agree with you how you would like to receive ongoing communications. As a standard we present monthly performance reports and annual success statements, so that you can see how the solutions are performing. We may also present other periodic updates to do with service developments and maintenance.



Managing Change

We understand that things change. We will work with you to recommend changes or recognise that you may want to make changes to your services. Our Account Management and Customer Success Management teams will support you through this process and provide a change request form to process any new changes and establish any associated costs.



Providing advice & sharing best practice:

If you have an operational problem that may be solved using our technology, our Customer Success Management team will be on hand to help identify and implement the best possible solution.



Refresher training:

We provide comprehensive training at the beginning of the service, and we understand that systems and people change over time. We therefore provide revised, or refresher training as required.

Who will be looking after you?

Voicescape is a vibrant and responsive technology company, throughout your relationship with us you will work with many of our teams, including.

Customer Success and Account Management Team

At Voicescape we provide two layers of support to our customers. The Customer Success Team is dedicated to providing excellent customer service and support to Voicescape users and is responsible for implementation of Voicescape solutions, they are your trusted advisor, sharing tips and best practice to assist with your success. The Account Management Team manage the strategic relationship, handling contracts, renewals and ensuring that you get the most value out of your contract.

Customer Success Manager (CSM)

You will be assigned a dedicated Customer Success Manager to work closely with you during the onboarding and implementation phase. They will provide assistance and training and ensure that you and your staff feel comfortable and ready to start using our services. Once our technology has gone live, your CSM will look after everyday operations and will help you if you need to make any changes. The CSM will organise and deliver the QPR.

Account Manager (AM)

As part of your contract with us you will be provided with a dedicated Account Manager. Your Account Manager will be responsible for all the strategic aspects of our relationship with you; they organise and deliver the QBR.

Service Desk

Voicescapes Customer Success Team is on hand to help with any customer support requests, whether that is to do with account access, or if you have any technical queries about your data. Our Service Desk runs to a published Service Level Agreement (SLA) and Support Policy which will be supplied to you before or at time of contract. The SLA also outlines the full escalation path for any technical issues, should this ever be required.

Executive Sponsorship

Voicescape's Executive Sponsorship team is readily available to assist customers. Each customer is assigned a dedicated Executive Sponsor who ensures support for their strategic plans. They additionally offer support and guidance to Voicescape colleagues, ensuring that we consistently exceed customer expectations.

Pricing Overview

The pricing model is clearly defined within the Pricing Guidelines document. All solutions require an Implementation (one-off fee) and Collections has a Platform Fee (annual subscription) – additionally services are priced per additional service either by property, or by number of tenants. Multi-year and multi-service discounts are available upon request.



Our Commitment to You:

Key Service Standards

Voicescape is committed to delivering the highest standards of customer service and to maximising the value of your partnership with us. Our commitment entails being readily accessible, easy to collaborate with, and ensuring that you derive optimal value from our services. Therefore, you can anticipate the following service benchmarks from Voicescape:

Our online support helpdesk is available 24 hours a day, 7 days a week. Our support team is available by phone from 9am to 5pm, Monday to Friday.

- We aim to acknowledge queries received via the support helpdesk within two business hours.
- We aim to resolve all queries immediately, but if this is not possible, we agree an acceptable timescale and to keep you updated.
- We aim to answer calls promptly or, if you leave a message, come back to you within one working day.
- We aim to respond to emails swiftly, in no more than one working day.
- We will always be polite, professional and willing to listen.
- We are here to help and will be flexible in our approach whenever we can. We aim to get things right first time.
- You can trust us to keep your data secure and confidential in accordance with service delivery standards.

We pride ourselves on maintaining 99.9% availability and access to our services. We promise to let you know in advance if there is any planned downtime.

How to provide feedback

You will have the opportunity to provide feedback on your experience of working with us in a variety of ways, including:

-  Discussing any concerns or suggestions during your regular interactions with either your Account Manager or Customer Success Manager.
-  Completing Voicescape's annual customer satisfaction and Net Promoter Score survey.
-  By contacting any member of our team at any time.

Raising an issue or concern

We strive to get things right first time but occasionally, things can go wrong. If you feel we have failed to deliver to our usual high standards as stated within this charter, you can:

- Contact the support helpdesk and log an incident.
- Call our head office and ask to speak to a member of the management team.
- Raise the issue or concern with your Account Manager or Customer Success Manager.

Everyone at Voicescape is empowered to deal with your issue and will work with you to achieve a resolution as soon as possible.

Our standard terms and conditions require written confirmation 90-days prior to the end of the initial period or any renewal period to terminate an agreement.

How to contact us

 Email: helpdesk@voicescape.co.uk

 Via our website; www.voicescape.com

 Feel free to call us: 0161 884 3598

 Write to us: Ice Building, 4th Floor,
Exchange Quay, Salford M5 3ED

 Visit us; we love getting to know our
customers and if you would like to visit us,
our address is listed above.

Business Continuity and Disaster Recovery

All Voicescape services are cloud-based, our infrastructure partner is Amazon Web Services (AWS). AWS has the largest and most dynamic ecosystem, with customers across virtually every industry and of every size, including start-ups, enterprises, and public sector organisations. Being part of this ecosystem ensures that we are in a continuously business-ready state.

All services and systems are dual-located allowing failover and backup should the primary service fail.

Other steps and measures to support business continuity and DR:

- All staff can work remotely with equipped and secure company laptops.
- All Voicescape solutions and services are cloud-based providing technical staff with ready access to our systems remotely.
- Staff can meet virtually throughout the day to ensure services are being delivered.

Technical Requirements

All Voicescape services are cloud-based, and SaaS delivered. End users simply need a telephone, managers need a web-browser and IT departments need to send us a list. We have designed the service to be low/no-touch to minimise resources, requirements and disruption.

We are web-browser agnostic.

We are telephony system agnostic.

We are Management Systems agnostic.

Ordering and Invoicing Method

Ordering Voicescape Services through G-Cloud is via the standard call-off contract. Contracts are typically invoiced annually in advance.





Registered Office

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