

Civica OnDemand Call Handling Service

Flexible access to resilience for your contact centre

Civica's Cirrus Cloud Omni Contact Centre (CCaaS) service provides an enterprise class, hosted solution that delivers comprehensive virtual contact centre capability.

Our OnDemand Call Handling solution is an add-on to Civica's Cirrus Contact Centre service that enables organisations to access call handling services through the cloud. It can also be used a standalone service using your own telephony platform.

With the ongoing pressure to do more with less, contact centres now face a number of constraints whilst being expected to consistently improve service delivery. Very often customer services are subject to reducing budget and with channel shift increasing there is an expectation that frontline costs should be reduced.

Recruiting and retaining specialist call handling staff can cause substantial resourcing issues for local authorities. To help manage these resource issues we provide a flexible, tailored service, where we handle calls on your behalf through a simple transfer process to our call handling team. Using Civica's Cirrus contact centre service, our experienced team deals with all types of housing, revenues, and benefits enquiries, enabling you to meet your call handline service requirements.

This removes the need to overflow calls to you back-office teams, allowing them to stay focused on processing activity and maintain performance levels.

Why choose Civica Call Handling Service?

We manage customer service operations nationwide, with a proven multi-channel model, including telephony, webchat, social media, email, white mail and face-to-face service delivery.

We focus on building long-term relationships with customers, offering a flexible service to suit any project size or length from a couple of agents to handle overflow calls during a peak period to a fully managed contact centre.

The service incorporates our Customer Services target operating model to ensure our service delivery achieves the best possible outcomes for our customers. Our central support structure includes solutions and workforce management teams that provide additional expertise to help achieve a high-quality customer experience and business objectives.

You don't have to provide our staff with office space, computers, or phones. Through our Cirrus Cloud Omni Contact Centre service they work remotely, accessing your systems over secure connections.

Civica Call Handling will enable you to:

- Deliver scale and resilience in your contact centre operations
- Access a flexible service to suit your individual requirement
- Focus on a high standard of first-time resolution
- Access specialist housing, revenues, and benefits agents
- Benefit from our solutions and workforce management teams
- Achieve the best possible outcomes for your customers.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

Civica OnDemand Call Handling features and benefits

Implementation

We've a track record of successful implementations. Our Project and Programme Management policy is based on industry best practice (PRINCE 2) and applied to all projects and programmes. Key stages:

- Implementation kick off – review implementation plan, assign tasks, and agree timescales
- Scoping document – details customer requirements
- Telephony system – setup and configure our Cirrus Contact Centre platform
- Connectivity – obtain details required for our staff to connect to your systems
- Workforce Planning – full workforce planning to ensure the appropriate level of resource
- Training – our staff undertake required training e.g. local procedures and security policies
- Signposting – information for your staff and contact details for the monitoring team
- Purchase order – raised based on estimated caseload and timescales finalised based on customer requirements
- Service go live.

Features

- Dedicated account management working alongside your service managers
- Fully flexible service where you can turn on/off or increase/decrease resource as required
- All our officers work to a first-time resolution approach
- All calls are handled in line with your Customer Care policies
- Processing work is completed in line with your policies and procedures
- Officers are dedicated to each contract providing continuity and familiarisation with your requirements.

Benefits

- Experienced capacity ensuring service quality
- Access to customer insight to drive channel shift
- High customer satisfaction levels
- Supports digital and cloud strategies
- Provides remote working capabilities
- GDPR and DPA compliant.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701