

Board

Date: 26 March 2014

Item 15: Contact Centre Strategy

This paper will be considered in public

1 Summary

- 1.1 This item explores proposals to deliver Customer Contact Centre functions in the future.
- 1.2 At its meeting on 12 March 2014, the Finance and Policy Committee considered a similar paper and endorsed the recommendation to the Board.
- 1.3 The paper included on Part 2 of the agenda contains exempt supplemental information. The information is exempt by virtue of paragraphs 3 and 4 of Schedule 12A of the Local Government Act 1972 in that it contains information relating to the business affairs of TfL and potential future consultations or negotiations regarding labour relations. Any discussion of that exempt information must take place after the press and public have been excluded from this meeting.

2 Recommendation

- 2.1 **That the Board note the paper and related paper on Part 2 of the agenda and agree the recommendations as described in the paper on Part 2 on the agenda.**

3 Background and Current Status

- 3.1 Contact Centre Operations (CCO) within Customer Experience provides customer service for all fares enquiries and a number of modal areas. This is provided through various channels (phone, email, Twitter) and can be split into two main categories: transactional activities and complex enquiries.
- 3.2 The paper on Part 2 of the agenda sets out how the current service is delivered and explores proposals to deliver CCO functions in the future.

List of appendices to this report:

A paper on Part 2 of the agenda contains exempt supplemental information.

List of Background Papers:

Sourcing Strategy for Customer Experience's Contact Centres, 17 October 2013

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