

TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

Decision Taken By: Cabinet Member for Finance and Housing

**Decision No:
D240095MEM**

Date: 17 September 2024

Decision(s) and Reason(s)

Customer Contact Centre - Enhanced Facilities

(Joint Report of Director of Central Services and Director of Finance and Transformation)

Consideration was given to a proposal to enable automated webchat as an enhancement to the current Customer Contact system. The licences to enable this function could be funded from the Transformation Reserve.

Due regard was given to a detailed evaluation of the Anywhere365 Webchat and Bot Integration Project as set out in Annex 1.

It was anticipated that the enhanced facility would support the increasing expectations of customers for services 'out of hours' and free up staff time to deal with more complex calls from potentially more vulnerable and older residents.

In addition, it was recognised that there was potential for efficiency savings following the initial settling in period and further consolidation of other service areas into the centralised Contact Centre under the "One Council" ethos.

Following consideration by the Finance, Regeneration and Property Scrutiny Select Committee, the Cabinet Member for Finance and Housing resolved that:

- (1) the automated webchat functionality be enabled through the Customer Contact system; and
- (2) the cost of £9,408 for the additional Anywhere365 licences (until the end of the Anywhere365 contract) be funded from the Transformation Reserve.

Reasons: As set out in the report submitted to Finance, Regeneration and Property Scrutiny Select Committee of 17 September 2024

Signed Cabinet Member for Finance and Housing:

K Tanner

Signed Leader:

M Boughton

Signed Chief Executive:	D Roberts
Date of publication:	20 September 2024

This decision will come into force and may then be implemented on the expiry of 5 working days after publication unless it is called in.