



Contact  
Centres

**Bolton**  
**Council**

A technical helpdesk and case management solution that delivers

### About BMBC

We began working with Bolton Metropolitan Borough Council in 2007. KC Contact Centres is part of the KCOM Group who had established a relationship with Bolton Council as a result of implementing and supporting their VOIP telephony network.

### What challenges were facing BMBC?

Bolton Council needed a dedicated and reliable team to support all of their telephony users, from simple telephone faults and installs to full network solutions and implementation. BMBC were not happy with their current supplier and needed a contact centre that was knowledgeable, professional and dealt with calls effectively.

### Solution

A helpdesk was set up to fully support all Bolton Councils Telephony Networks, and liaise with 3rd party contractors, field engineers, Bolton Council's office workers, councillors and account managers.

### Benefits

- We fulfilled our promises and went above and beyond what was agreed
- A team that has the knowledge and skills to deal with calls effectively
- Agents are kept up to date with specific knowledge about the products and services used by BMBC, which changes frequently
- As a result of the success, we then provided helpdesk support for all BMBC mobile users; giving testament to our high quality service

To find out more about how KC Contact Centres can help your business call **0800 915 9000** or email [info@kcontactcentres.co.uk](mailto:info@kcontactcentres.co.uk)

