

Agenda – March 2nd 2010

Introduction (9:00 – 9.45)

9:00 – 9:05 Welcome, meeting/eating/seeing plans (Dave)

9:05 – 9:15 Opening, programme, aims and desired output (Bjørngulf)

9: 15 – 9: 45 Introduction

- Short intro on CCC publication (recap of Bremerhaven agreement) (Renske)
- Model Bjørngulf on WP3 (Bjørngulf)

Status updates – PART I (9:45 – 10:45)

Based on the Answer model, the partners shall realise a differentiated joint effort in employing the model as a work tool for development and change. This will for example be done by exchanging practices and experiences.

- Leiedal (Bart)
- Karlstad (Per-Erik)
- Kristiansand (Bjørngulf)

Specific questions:

- What has been going on in your contact centre projects in your region/city?
- What kind of information do you need from the other partners?
- How do you use the Answer model as development tool?

10:45 – 11:00 COFFEE BREAK

Status updates – PART II (11:00 – 12:00)

- Groningen (Carline de Boer)
- Kortrijk (Hans)

Conclusion (12:00 – 12:30)

- discussion on how we will gather experiences and examples of the partners (Renske and Bjørngulf)
- timeline for publication on CCC's / planning of the contact centre publication (Carline)

12:30 -13:30 LUNCH

Services (13:30 – 15:00)

One of the main elements in a customer contact centre is the way services are described and delivered. In these sessions, we 'll discuss some practices of the partners in this domain.

- 13:30 – 14:00 Short presentation of Kristiansand CCC for health and social care services (Bjørgulf and Torgunn Lie)
- 14:00 – 14:30 Demo of fully digitalised e-services in Groningen (Gjill Smit)
- 14:30 – 15:00 The EU service list work till now (Porism: Sheila)

15:00 – 15:15 TEA BREAK

Service channels (15:15 – 17:00)

In this part of the day, we'll discuss some service transaction channels used in customer contact centres.

- 15:15 - 15:45 Input from partners on the draft research briefs on e-mail handling and measuring business process improvement. (Dave)
- 15:45 – 16:15 Update on the Edinburgh web-development (web usability) (Charlotte Hind)
- 16:15 – 17:00 Presentation on Edinburgh Contact Centre (Mark Francis, Bill O'Fee)
In depth example of Edinburgh council contact centre: more information on business benefits, knowledge sources call desk officers, how does this fit in the council strategy phone/web ?

Agenda – March 3rd 2010

Next steps (09:00 – 12:00)

- Feedback + commitment
 - Customer Contact Centres publication: how to proceed (a format will be developed)
 - content: experiences, practices, schemes
 - layout & medium
 - responsibilities, timelines
 - Further planning
 - Update on [formative evaluation work](#) (Peter Cruickshank)
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