



LANCASTER CITY COUNCIL
Promoting City, Coast & Countryside

Forthcoming Individual Cabinet Member Key Decision

Decision to be taken by Individual Cabinet Member /Cabinet

ITEM FOR DECISION:	RENEWAL OF CUSTOMER SERVICES CONTACT CENTRE SOFTWARE
SERVICE:	Resources
WARD:	All Wards
DECISION MAKER:	Cabinet Member with responsibility for Finance and Resources
REASON KEY DECISION:	Financial Threshold
DECISION TO BE MADE:	To give consideration to renewing the current customer services contact centre software for a further 3 years.
DATE FOR INDIVIDUAL CABINET MEMBER DECISION	After 22 September 2023
DOCUMENTS SUBMITTED TO THE DECISION MAKER FOR CONSIDERATION:	n/a
OFFICER CONTACT DETAILS:	Shaun Crossman, Solutions Architect scrossman@lancaster.gov.uk

Mark Davies
Chief Executive

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