

Contact Centre Transformation Business & Technical Independent Advisor

Hiring organization
Techie Bazaar

Description

The Australian Taxation Office (ATO) has a requirement for a specialist Contact Centre advisor herein referred to as the 'advisor'. The 'advisor' will provide expertise to all phases of a procurement process for the purpose of refreshing/transforming ATO's end to end contact centre solution and is inclusive of the overarching Contact Centre managed services contract. The transformation of the ATO's Contact Centre solution will be based on the ATO's business, technical and commercial requirements.

The ATO are seeking proven technical expertise in relation to Industry leading Contact Centre platforms and services that will complement the ATO's understanding for the purposes of supporting this procurement process.

The 'advisor' will facilitate and participate in all definitional, selection, evaluation phases including product demonstrations and workshops supporting the ATO in the evaluation of solution options and pricing.

This role is to support the ATO throughout this process and will exclude the successful respondent from responding to the ATO's future Managed Contact Centre Services procurement activity.