



Diverse servicii (conform descrierii)

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Descriere: Statens lånekasse for utdanning invites tenderers to a negotiated procedure for a framework agreement for company telephony services. Lånekassen aims to enter into a framework agreement with 3 service providers, provided that there are a sufficient number of suitable tenders, for the provision of a company telephony system and the accompanying services. The company telephony system shall be used by all of Lånekassen's employees, currently approx. 320 persons, including all customer service officers at the customer centre. The system shall thus be used as both a basic telephony system for employees and in connection with a contact centre system, which is used by approx. 60 agents for handling up to approx. 2 000 daily telephone enquiries. Lånekassen will procure services connected to the contact centre functionality in a separate procurement.
