

Welcome to Vodafone UK News.

Its aim - to bring you the latest news from the Vodafone UK Corporate Communications team. This week...

Vodafone UK introduces new communications network at Cheshire Building Society and installs new virtual contact centre solution

Vodafone UK, the UK's best network, is helping Cheshire Building Society customers get the services they need faster and more effectively through the completion of a new communications network and virtual contact centre solution. This will deliver £100k cost savings to Cheshire.

Vodafone's service means customer service agents can be located and linked by a Multi-Protocol Label Switching (MPLS) network, wherever they are based. This has also allowed for centralised services, located at the head office in Macclesfield, to be distributed to Cheshire's 42 branches.

The solution has also meant that Cheshire can grow their number of contact centre agents by basing them at locations other than head office while still providing a seamless customer experience.

In addition to the installation of MPLS network, Vodafone has implemented Nortel Contact Centre 6 Suite alongside Nortel's CS 1000M IP communication server, which allows Cheshire to set up the handling of calls to best serve their customers. For Cheshire, this means their customers can continue to call their local branch – and if the branch is not able to handle their call at that moment, it is quickly routed to a customer services agent in the virtual contact centre. The improved call routing means that more calls can be handled and answered quicker, giving an improved level of customer service. In addition, Cheshire now has one, easy to understand report of all inbound and outbound calls at all locations.

The new infrastructure has also played a significant part in revolutionising Cheshire's estate agency business – improving customer experience by providing a virtual contact centre between all branch locations and centralised agents.

Vodafone also upgraded the building society's existing Workforce Management solution with the Witness WFM which helps Cheshire manage its customer contact centre resources more effectively.

Find out more about Vodafone's fixed and mobile solutions at vodafone.co.uk/business

New SIM Only price plans

Vodafone has introduced SIM Only price plans, that are great for iPhone customers. Available from £25 a month they offer unlimited texts, 1 GB mobile data, BT Openzone WiFi access. That means people using their iPhone on other networks can now join the UK's best network with Vodafone's SIM only deal. For example, the £25, 365 day SIM Only deal gives customers 900 minutes of talk time, unlimited texts, 1 GB mobile data and unlimited WiFi access.

Now you can use your outstanding iPhone with a great value price plan on the outstanding network.

You can find out more by going to the SIM Only section of the website [here](#)

Vodafone Sure Signal

Have you bought your Vodafone Sure Signal yet? If you have, you'll know it's a clever little box that gives you a great 3G signal in your home or small office and you will have said goodbye to dropped calls and delayed texts. The Williams family love theirs. Watch their story at vodafone.co.uk/suresignal

If you already have your Vodafone Sure Signal, tell us what you think at suresignal.vodafone.co.uk/suresignalmap/

Vodafone World of Difference UK – meet the winners

The Vodafone World of Difference programme is giving 500 people from across the UK the opportunity to work for a charity they are passionate about. The programme was open to both the general public and Vodafone employees. Through the scheme, the Vodafone Foundation will donate £2,500 to the charity. In addition, Vodafone UK will donate a new mobile phone with pre-paid credit so that winners can capture their experiences and share them on vodafone.co.uk/worldofdifference to inspire others.

Elisabella Vivian is working with the About Face Centre in Poole, the Foundation for head and neck cancer. She has been busy organising the celebrations for the centre's first birthday as well as raising the profile of the charity in the local community. For some great photos and to follow Elisabella's progress, take a look at her blog [here](#):

worldofdifference.vodafone.co.uk/uk/elisabella-vivian/

Katherine Taylor is working with Marwell Wildlife for her placement, and has been blogging about a variety of conservation issues as well as informing people of what she's been up to. Visit two new arrivals to the park, snow leopards Indeever and Irina, at her blog.

worldofdifference.vodafone.co.uk/uk/katherine-taylor/

