**ANNEXURE B: CONTACT CENTRE MANAGEMENT SYSTEM EXPERIENCE**

Service providers must use the following template to present experience in the utilisation of contact centre, incident management or Customer Relationship Management (CRM) systems.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name of Client** | **Contract start and end date.** | **Contract Description**  | **Address where contract work was performed** | **Contact Person and number for references** | **Provide details of system used and work Undertaken** | **Total Number of years’ Experience**  |
|  | *[indicate month/ year]* |  |  |  |  |  |
|   |  |  |  |  |  |  |
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