



## Citibank Call Centre

Transforming the top floor of a Brisbane CBD office tower into a stylish contact centre facility for Citibank.

### PROJECT SUMMARY

**Project Location** Brisbane CBD

**Client** Citibank

**Design** Reid Campbell Group -  
Lincoln Jones, Tim Layton, Angela Spillane

**Schiavello (Old) Systems**

Philip Morgan, Mathew Cuthbert,

Peter Shumsky

**Area** 700 m<sup>2</sup>

The expansion of Citibank's Brisbane Contact Centre operations called for a professional, efficient, and interactive workspace. Intended to exceed all previous standards and expectations, the call centre's design by Reid Campbell Group (RCG) achieves simplicity with a strong emphasis on space, lighting and acoustic attenuation.

The existing nature of the space provided significant architectural opportunities. "The intent was to harness and emphasise the inherent qualities of light, height, and volume," said RCG Director, Lincoln Jones. "Care was taken not to overwhelm or over design the space, so strong colours and feature elements with simply resolved details were located in key areas."

The new facility's double volume space takes advantage of large windows allowing an abundance of natural light to flood into the space over three separate floor levels. Call centre staff sit on a raised platform around the perimeter windows with access to city views that expand to Moreton Bay, while managers are located on a mezzanine affording privacy and overseeing call centre operations. Meeting rooms are inserted into the void spaces below.

Schiavello's team was able to work with RCG to ensure workstation systems facilitated Citibank's various needs. Schiavello's System 55 acoustically rated fabric wrapped workstation screen panels (0.66 NRC) maintained acoustic requirements within the contact centre's unique premises. "The Schiavello System 55 was one of the few systems on the market that met our specific acoustic requirements," said Lincoln Jones.

Teamed with Schiavello Newtech desking, the main call area featured snowflake configurations allowing high density whilst maintaining a spacious atmosphere, and imparting greater flexibility than the typical cubicle style workstations the client had used previously. Alternatively, managerial areas required a system that was flexible enough to allow exact dimensions and custom features. Screen fabric colours applied to the System 55 panels were used to identify and enhance key zones, while adding to a stimulating setting that spoke of the company's corporate identity.

The new space provides a secure and enjoyable environment for staff to work, combining areas of relaxation, interaction, discussion, stimulation, and concentration. A monolithic blade wall screens the call centre floor from the public entry, while linking the two levels and creating a threshold from the public entry zone that opens into the light-filled double volume office space. Complying with the need to regulate time spent away from the workstation, socially interactive break-out spaces, separate from the personal 'chill out' break-out areas, cater for differing levels of intimacy and social interaction.

**Opposite Page** The main call area features snowflake configurations. Schiavello's System 55 acoustically rated fabric wave panels are teamed with Newtech desking.