



## Freedom of Information Request FOI 22 97

### Contact Centre

#### Query:

I would like to submit a new FOI request.

All or some of the information provided previously has expired, I require an update on the questions below.

See my request below:

#### **Contract 1 - contact centre/call centre contracts**

Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: the annual average (over 3 years) spends for each supplier
3. Contract Expiry: the date of when the contract expires.
4. Contract Review: the date of when the contract will be reviewed.
5. Contract Description: a brief description of the services provided of the overall contract.
6. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.
7. Number of Agents; please provide me with the total number of contact centre agents.
8. Number of Sites; please can you provide me with the number of sites the contact centre covers.
9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
10. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?
12. Number of email users: Approximate number of email users across the organisations.

**Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.**

**The second part of my request relates to the use inbound network services contracts which could relate to one of the following:**

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)



**For contract relating to the above please can you provide me with?**

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6. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

**Reply:**

**Per your request to have the necessary detail sent to you in Excel format, please see the attached (FOI 22 67 - Contact Centre Detail).**

**Information/Detail accurate on the date provided: 02, December 2022**