



Ministry
of Defence

Ministry of Defence
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Ref. FOI2015/07873

E-mail: ISS-SecretariatGpMbx@mod.uk

[REDACTED]

[REDACTED]

08 October 2015

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 08 September 2015 in which you provided clarification of the information requested in your correspondence dated 07 August 2015; subsequently referenced as FOI2015/07010. In your request for information reference: F012015/07010 you requested the following information:

“Specifically I am looking for information on the operational costs for the contact centre for your department and require the following information:

- 1. Number of telephone calls per month for the past two years (including the average number per month over this period)*
- 2. Percentage of calls coming from mobile devices*
- 3. First Contact Resolution Rate (FCR %) for dealing with enquiries*
- 4. Average Cost per Contact for telephone calls (CPC) & how this is calculated*
- 5. Number of agents staffing the service (Full time Equivalent)*
- 6. Number of emails received by your organisation / service per month for the past two years (including the average number per month over this period)*
- 7. Average Cost per Contact for email (CPC) & how this is calculated*
- 8. Top 10 reasons for people calling / emailing your organisation / service (by % or rank order if possible)”*

You have since clarified your request as follows:

“It would be great to get information for both the switchboard functions and the IT service desk”

I am treating your correspondence as a new request for information under the Freedom of Information Act (FOIA) 2000.

I have interpreted your request for ‘*switchboard*’ functions as relating to the Defence Fixed Telecommunications Service (DFTS) Call Reception and Directory Service (CRDS). Furthermore, I have interpreted your request for ‘*IT service desk*’ as relating to the Defence Information and Infrastructure (DII) Single Point of Contact (SPOC).

A search for the information you have requested has now been completed within the Ministry of Defence (MOD), and I can confirm that some of the information in scope of your request is held. This is provided below separated into CDRS and SPOC.

A public interest test has been conducted by the department, specifically relating to the information you requested in question 4. It was considered that release of this information could prejudice the commercial interests of the MOD and be subject to exemption under section 43(2) of the FOIA 2000. However, the public interest test weighed in favour of releasing the information as it is considered unlikely that release of this information will prejudice the commercial interests of the MOD.

1. Number of telephone calls per month for the past two years (including the average number per month over this period).

- a. **CDRD:** These figures are provided at Annex A to this letter.
- b. **SPOC:** These figures are provided at Annex A to this letter.

2. Percentage of calls coming from mobile devices.

- a. **CDRS:** No information held; it is not possible to determine the source of calls to the CDRS.
- b. **SPOC:** No information held; the SPOC does not record the telephone number of the caller.

3. First Contact Resolution Rate (FCR%) for dealing with enquiries.

- a. **CDRS:** No information held; there is no first contact resolution rate % for CRDS.
- b. **SPOC:** These figures are provided at Annex A to this letter.

4. Average Cost per Contact for telephone calls (CPC) & how this is calculated.

- a. **CDRS:** There is a fixed cost for each call, dependant on time of day (peak/off peak) and whether the call is for operator assistance or directory enquiries. Charges to MOD per call are determined by specific contract prices under the DFTS Agreement with its supplier BT. These are: Operator Assistance (in-hours) £0.37 per call; Operator Assistance (out of normal hours) £0.51 per call; Military Directory Services £0.30 per call.

b. **SPOC:** No information held; the SPOC is a service purchased from a third party service provider and therefore the MOD does not hold the information.

5. *Number of agents staffing the service (Full time Equivalent).*

a. **CDRS:** No information held; the service is provided by a contractor who is not required to notify staffing levels.

b. **SPOC:** No information held; the MOD purchase a service from a third part service provider and therefore the MOD does not hold the information.

6. *Number of emails received by your organisation / service per month for the past two years (including the average number per month over this period).*

a. **CDRS:** No information held; there is no requirement to receive emails as part of the CDRS function.

b. **SPOC:** These figures are provided at Annex A to this letter.

7. *Average Cost per Contact for email (CPC) & how this is calculated.*

a. **CDRS:** No information held; there is no requirement to receive emails as part of the CDRS function.

b. **SPOC:** No information held; the MOD purchase a service from a third part service provider and therefore the MOD does not hold the information.

8. *Top 10 reasons for people calling / emailing your organisation / service (by % or rank order if possible)"*

a. **CDRS:**

- i. Caller wishes to be transferred to a specific MOD person/role/number;
- ii. Caller wishes to know the phone number of a specific MOD person or role;
- iii. Emergency call handling.

b. **SPOC:** No information held; the MOD purchase a service from a third part service provider and therefore the MOD does not hold the information.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

Information Systems and Services Secretariat

1. Number of telephone calls per month for the past two years (including the average number per month over this period).**CDRS:**

Month	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Number of calls received:	85,000	105,000	109,000	94,000	68,000	101,000	94,000	101,000	81,000	91,000	99,000	110,000
Month	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Number of calls received:	83,000	109,000	109,000	99,000	67,000	98,000	86,000	90,000	78,000	83,000	92,000	96,000

The average monthly call volume over this period was 92,833.

SPOC:

Month	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Number of calls received:	82,583	104,046	101,338	88,516	59,334	99,276	94,860	90,622	71,564	82,188	76,019	101,775
Month	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Number of calls received:	69,471	99,434	91,479	80,330	65,496	131,737	91,050	93,473	98,904	94,746	113,282	97,512

The average monthly call volume over this period was 90,793.

3. First Contact Resolution Rate (FCR %) for dealing with enquiries.

SPOC:

Month	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
FCR%	79.58	76.56	86.81	65.15	79.86	79.37	78.50	83.65	90.14	86.56	85.55	82.66
Month	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
FCR%	81.78	81.93	86.56	83.80	79.83	81.70	82.95	77.08	87.99	61.96	58.39	55.17

6. Number of emails received by your organisation / service per month for the past two years (including the average number per month over this period).

SPOC:

Month	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Number of emails received	6,298	7,084	7,979	5,729	3,600	6,081	4,587	4,539	3,909	4,060	4,537	4,964
Month	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Number of emails received	4,153	4,539	4,806	4,117	84	5,506	4,473	4,059	4,075	4,192	4,660	4,404

The average number of emails received per month over the period was 4,685.