

FOI Release

Information released under the Freedom of Information Act

Title:

Information request on contracts to do with call centres

FOI.084.15-16

Date of release:18 May 2015

Information request

I wish to submit to the organisation a freedom of information request relating to the organisations:

- 1: contact centre/call centre contracts
- 2 : inbound network services 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) spend 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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Information released

I am writing to advise you that, following a search of our paper and electronic records, I have established that we don't hold contracts of this nature and therefore we are unable to assist you on this occasion.