

February 2017



REFERENCE: 17FOI 3

You requested the following information:

My request relates to outbound calling conducted by the department both in-house and with agencies, and the type of technology you or your agencies use to facilitate those calls.

- 1) Does the department make use of predictive dialling equipment for outbound calling – by both in-house staff and through agencies?**
- 2) The number of calling agents using dialling equipment across the department including agencies?**
- 3) The abandoned call rate of predictive diallers in your department including agencies?**
- 4) If answer-machine detection is used in any of the departments outbound contact centres including agencies?**

We have handled your request under the Freedom of Information Act 2000.

The Wales Office does not use predictive dialling equipment for outbound calling by our staff. The department has no agencies.