

Reference Number: FOI202122503
From: Private Individual
Date: 28 February 2022
Subject: contact centre/call centre contracts and use inbound network services contracts

Q1 Contract 1 - contact centre/call centre contracts

Please send me the following information for each provider:

- A. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
- B. Annual Average Spend: the annual average (over 3 years) spends for each supplier
- C. Contract Expiry: the date of when the contract expires.
- D. Contract Review: the date of when the contract will be reviewed.
- E. Contract Description: a brief description of the services provided of the overall contract.
- F. 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.
- G. Number of Agents; please provide me with the total number of contact centre agents.
- H. Number of Sites; please can you provide me with the number of sites the contact centre covers.
- I. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
- J. 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.
- K. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?
- L. Number of email users: Approximate number of email users across the organisations.
- M. Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

A1 [Information not held – The Trust does not have a call centre/contact centre](#)

Q2 The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

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

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

- A. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
- B. Annual Average Spend: the annual average (over 3 years) spends for each supplier
- C. Contract Expiry: the date of when the contract expires.
- D. Contract Review: the date of when the contract will be reviewed.
- E. Contract Description: a brief description of the services provided of the overall contract.

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.

A2 Information not held – The Trust does not contract any of the above services