

**Reference Number:** FOI/LHCH/2015113  
**From:** Private Individual  
**Date:** 29 April 2015  
**Subject:** Contact centre information

Part 1: contact centre/call centre contracts

- Q1 Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
- A1 Information not held – the Trust does not have a contact centre/call centre
- Q2 Annual Average Spend: the annual average (over 3 years) spend for each supplier
- A2 Information not held – as above
- Q3 Contract Expiry: the date of when the contract expires.
- A3 Information not held – as above
- Q4 Contract Review: the date of when the contract will be reviewed.
- A4 Information not held – as above
- Q5 Contract Description: a brief description of the services provided of the overall contract.
- A5 Information not held – as above
- Q6 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.
- A6 Information not held – as above
- Q7 Number of Agents; please provide me with the total number of contact centre agents;
- A7 Information not held – as above
- Q8 Number of Sites; please can you provide me with the number of sites the contact centre covers.
- A8 Information not held – as above
- Q9 Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
- A9 Information not held – as above

Q10 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.

A10 Information not held – as above

Q11 Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?

A11 No, we use Exchange 2010

Q12 Number of email users: Approximate number of email users across the organisations.

A12 Approximately 1,600

Q13 Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

A13 Information not held – as above

#### Part 2: inbound network services contracts

Q1 Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

A1 Information not held – the Trust does not have such a contract

Q2 Annual Average Spend: the annual average (over 3 years) spend for each supplier

A2 Information not held – as above

Q3 Contract Expiry: the date of when the contract expires.

A3 Information not held – as above

Q4 Contract Review: the date of when the contract will be reviewed.

A4 Information not held – as above

Q5 Contract Description: a brief description of the services provided of the overall contract.

A5 Information not held – as above

Q6 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.

A6 Information not held – as above