

## **FOI 0428 2025 Response**

I was hoping to inquire about your Contact Centre solution and telephony. Please find my questions below:

### **Current Provider**

1. Who is the current provider of your contact centre solutions (e.g., telephony systems, customer relationship management software, etc.)?  
If multiple providers are used, please specify which provider is responsible for each component (e.g., telephony, CRM, workforce management).

Netcall

### **Contract Details**

2. What is the official start date of the current contact centre contract?

31/06/2021

3. What is the end date of the current contract?

31/03/2026

4. Are there any extension options in the current contract? If so, how long are the potential extensions?

No

5. What is the approximate annual value of the contract?

£116,943.59

6. When is the next renewal or procurement exercise scheduled for the contact centre contract?

Late 2025

### **Contact Centre Agents**

7. How many agents are currently employed or assigned to work in the contact centre (both full-time and part-time)?

We have 90 concurrent licences

8. Are the contact centre agents employed directly by the Trust, or are they outsourced to a third-party provider?

Employed by the Trust

9. What is the average monthly call volume or contact volume (including calls, emails, and any digital communication channels handled by agents)?

Not Recorded

#### Technology and Infrastructure

10. What contact centre platform or software is currently in use (e.g., cloud-based, on-premises)?

On Prem

11. Does the Trust use Artificial Intelligence (AI) or automation in the contact centre for call routing, chatbot functions, or other tasks? If so, please specify the provider and functionality.

No

12. What is the Trust's approach to maintaining compliance with data protection regulations in the contact centre?

All Trust staff members are mandated to complete an annual Information Governance Training and bound by Trust contracts, which notes areas of upholding confidentiality and data protection.

In addition to this, all staff members are bound to adhere to the Trust's governance policies.

#### Future Plans

13. Does the Trust have any plans to upgrade, replace, or expand its contact centre infrastructure in the next 12-24 months?

Not Recorded

14. Are there any strategic initiatives in place to adopt new technologies, such as AI, machine learning, or omnichannel communication platforms, in the contact centre?

Not Recorded