

12 December 2022

Dear

ATISN 16871 – Contact Centre Solution

Information requested

Thank you for your request which I received on 15 November 2022. The information you have requested can be found in Annex A.

Our response

The information you have requested is set out at Annex B.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Or e-mail: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex A

Could I please request the following information on your current Contact Centre solution:

- The number of your contact centre seats?
- Do you outsource your contact centre?
- What is your current contact centre solution?
- What is your current UC/PBX solution?
- What is your contact centre contract end date?
- What is your contact centre contract length
- What framework do you use?

Annex B

The number of your contact centre seats?	139
Do you outsource your contact centre?	No
What is your current contact centre solution?	Anywhere365 and AudioCodes Mediant Virtual Session Border Controllers
What is your current UC/PBX solution?	<p>We currently use Microsoft teams with all standard users being allocated a Microsoft Teams Domestic Calling Plan (120 min) licence that pools all of our available calling credit. We have additional communication credits that can be applied allowing calls such as overseas or hosted 09800 numbers.</p> <p>Our non-geographic numbers have been ported to the Teams interface and are allocated from there. We do have local geographic numbers for offices based in other countries i.e. Belgium/Canada.</p> <p>Contact Centre Staff (70) use the Nexus/A365 provided service. These are allocated direct routing numbers.</p>
What is your contact centre contract end date?	17 January 2023
What is your contact centre contract length?	3 years
What framework do you use?	Welsh Government uses a range of publicly available frameworks dependent on the requirement. The framework used to procure the solution for the Contact Centre was G-Cloud.