

4 July 2025

Dear

ATISN 24857

Thank you for your request which I received on 21 June. I have interpreted your request as relating to the Welsh Government's telephony system and contact centre operations.

The information requested is provided at Annex 1.

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.of.information@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

Website: www.ico.org.uk

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 1

1. Telephony System:

a. What telephony system does the Welsh Government currently use? (e.g., VoIP, PBX, specific provider or platform such as Avaya, Mitel, etc.)

Teams Phone, Voip, and Avaya

b. Approximately how many users are supported by the telephony system?

Teams call plan 6,439 used / 6,550 Available Avaya 100

c. When does the current telephony system contract expire?

Teams - December 2026

Avaya - November 2026

2. Contact Centre:

a. Does the Welsh Government operate a contact centre?

Yes

b. If yes, how many concurrent agents does the contact centre support?

100

c. What functionality is used in the contact centre (e.g., voice, email, webchat, social media, AI-based features such as chatbots or automated responses)?

Calling and call recording only

d. When does the current contact centre contract (if applicable) expire?

January 2028