

Reference: IR855

Date issued: 08 December 2022

Contact Centre Contracts

I am writing in response to your request for information dated 24 November 2022 in which you requested information regarding our organisation's ICT contracts.

For ease of reference, I have reproduced your questions below in bold and set out our corresponding responses:

The first part of my request relates to contact centre service contracts which could relate to one of the following:

- 1. Advanced call distribution to control the flow of calls and maximise customer experience**
- 2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram**
- 3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics**

This could be part of a whole package or separate service applications.

Audit Wales does not have any contracts which match the description above.

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

- 1. 0800, 0845, 0870, 0844, 0300 number**
- 2. Routing of calls**
- 3. Caller Identifier**
- 4. Caller Profile- linking caller details with caller records**
- 5. Interactive voice response (IVR)**

Audit Wales does not have any contracts which match the description above.

If you have any queries, or questions about my handling of your request, please do not hesitate to contact me.

Yours sincerely,

Information Officer