

Re: Your request made under the Freedom of Information Act 2000

Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Patients.

- a) Do you have a call centre?
- b) If yes, How many call centre/support agents do you have?
- c) What is your average cost per call (annual) ?
- d) How many calls does your call centre receive (annual)?

We do not have a contract for any systems to manage Inbound Contact from Patients.

2. Inbound Network Services Contracts (by “Inbound Network Services”, I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by Patients to make contact.)

3. Website Traffic Spend/Analysis (even if hosted by an Agency)

- a) Number of Visits per month (Average)
- b) Who is responsible for hosting/maintaining and managing the website(s)?
- c) Does your organisation’s website(s) have an on-site search bar?
 - What Content Management System is your site-search connected to (if so)?
 - What is the Search Bar Utilisation? (If known, % of Website visitors)
 - Who is the Supplier/Owner of the on-site search on your website?

Please send me the following information:

- 1. Incumbent Supplier for each of the contracts mentioned.
- 2. Annual Average Spend (over 3 years) for each supplier?
- 3. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

We do not have such services