



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI600218638

Thank you for your request for information relating to Live Chat/Web Chat tool.

You have requested the following information:

1) Do you use a tool for live chat/ web chat?

Yes, as part of our wider Contact Centre telephony platform.

2) If so, which supplier do you use for this tool?

Microsoft Digital Contact Centre Platform

3) How much do you spend annually on a live chat/ web chat tool?

We do not hold this information and are advising you as per Section 1(1) of the Act. The Web chat functionality referenced above is one feature of the suite of Microsoft Dynamics Customer service products. It is not possible to directly apportion cost to exclusively the web chat functionality.

Details of the Microsoft contract can be found on the following link:

https://www.coventry.gov.uk/downloads/download/1362/contracts_register

4) Which month & year does your contract with your supplier end?

Please refer to Question 3.

5) Who is the budget holder for this contract?

Paul Ward, Head of Digital Services.

Live chat is a tool that connects customers with actual, human support representatives. This allows your users to resolve issues in real time. Using live chat, customers can get answers quickly. They'll spend less time waiting to find a solution or sifting through a knowledge base on your website.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance