



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI628533886

Thank you for your request for information relating to telephony.

You have requested the following information:

1. Unified Communications

a. The manufacturer of the council's unified communications software.

Microsoft.

b. The provider (the company that you signed the contract with) for your unified communications software.

Bytes Software Service.

c. Contract end date for your current unified communications software.

31 March 2025.

d. Do you have any extensions available on your current contract for the councils unified communications software? If so, please give full details.

No.

2. Contact Centre

a. Is the council's contact centre outsourced? If so, to who?

No.

b. How many contact centre agents does the council employ?

The Council has 400 licences for its contact centre.

c. The manufacturer of your contact centre software

Clarification: This is the software used by contact centre agents to handle communications with the public.

Microsoft.

d. The provider (the company that you signed the contract with) for your contact centre software.

Bytes Software Service.

e. Contract end date for your current contact centre software.

28 February 2027.

f. Do you have any extensions available on your current contract for the council's contact centre software? If so, please give full details.

No.

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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