

Reference: 01820129

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

30 May 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom's contact centre and telephony systems.

We received this request on 13 May 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request and our response

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*I hope you might be able to help me to identify the following information which I am looking to find out regarding Ofcom, I am hoping you might answer the below questions:*

#### *Telephony*

*a. Please confirm the current telephony solution that you have in place?*

Nice.

*b. When is your contract renewal date?*

Q2 2024.

#### *Contact Centre*

*a. Do you have a customer/ citizen facing contact centre?*

Yes.

*b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?*

We employ our own.

*c. How many contact centre agents do you have?*

25 FTE's in total.

*d. Do agents work from home? Or just your offices?*

Hybrid working.

*e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?*

Nice.

*f. When is your contract renewal date?*

Q2 2024.

*g. Who maintains your contact centre system(s) and Vendor solution currently deployed ?*

Daisy Corporate Services.

*CRM*

*a. Do you use a CRM in the contact centre? What platform is used?*

Salesforce.

*b. Do you use the same CRM for the rest of the organisation? What platform is used?*

Yes.

*c. Do you use a knowledge base / knowledge management platform? What platform is used?*

Wiki.

*AI & Automation*

*a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?*

Ofcom does not use chatbots.

*b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?*

No.

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

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#### **Request an internal review**

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

#### **Taking it further**

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).