

**Department for Work and Pensions (DWP)
Central Freedom of Information Team**

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 2798

Date: 11 August 2016

Dear L Day,

Thank you for your Freedom of Information request received on 30 July 2016.

You asked: *"What software or service is used by the department/Job Centre that handles the phone line's menu system.*

For clarity, the question is, what software or service is used to control and/or handle the voice that says "for benefit enquiries, please press 1" when calling a phone line operated by the DWP".

DWP response:

The Interactive Voice Recognition (IVR) telephony lines within the Department are operated by BT Inbound Architect.

If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gsi.gov.uk or by writing to: DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745