



20th March 2018

Freedom of Information Request Reference N°: FOI 000719/18

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 20th February 2018 in which you sought access to the following information:

- 1 What is the make and software version of the contact centre telephony system responsible for routing 999 and 101 calls to agents within the force's contact centres?
- 2 Does the contact centre telephony system deliver calls to agents using Automated Call Distribution (ACD)?
- 3 Does the contact centre telephony system support skills based routing of calls to agents?
- 4 Does the contact centre telephony system in operation deliver digital contact channels to agents e.g web chat, online form submission, SMS and Email? If so, indicate which one(s).
- 5 Does the contact centre telephony system in operation provide integration to 3rd party CRM and/or CAD system? If so please indicate the supplier of CRM and/or CAD system.
- 6 Do you currently have a Customer Relationship Management System, if so who is the software provider and what are the contract end dates?
- 7 What contact channels and systems are currently integrated with your CRM system?
- 8 If you do not have a CRM system are there any plans or budget set aside to procure one in the future?

Response to your Request

The response provided below is correct as of 19th March 2018.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

- Q1 The system is Siemens Hipath Procentre in Norfolk and Suffolk uses a similar system called Orbitel. This is to be replaced in June 2018 with Mitel.
- Q2 Yes, this system uses Automated Call Distribution.
- Q3 Yes, the system Hipath supports skills based routing of calls in Norfolk. However, Orbitel does not.

Q4 The Siemens system is email only. Mitel will include all.

Q5 This is supplied by Capita.

Q6 No information held.

Q7/8 Not applicable

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>
<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Norfolk Constabulary
Operations and Communications Centre
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
OR
Email: freedomofinformation@norfolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700