



HEDDLU GOGLEDD CYMRU
Gogledd Cymru diogelach

NORTH WALES POLICE
A safer North Wales

Response Date: **01/03/2018**

2018/208 - Telephony and CRM systems

In response to your recent request for information we have supplied information in relation to the current system we are working with. However, we are well into an upgrade for the system.

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?

Frequentis 3020

Does the contact centre telephony system deliver calls to agents using Automated Call Distribution (ACD)?

Yes

Does the contact centre telephony system support skills based routing of calls to agents?

NO Role Based

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).

No

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.

Interface with CAD system

Do you currently have a Customer Relationship Management System, if so who is the software provider and what are the contract end dates?

No

What contact channels and systems are currently integrated with your CRM system?

Not applicable

If you do not have a CRM system are there any plans or budget set aside to procure one in the future?

Not at this time

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 26/02/2018