

4 October 2024

Freedom of Information Request, Oxford City Council – Reference: **FOI2024/01007**

Further to our acknowledgement, we can confirm that Oxford City Council can advise as follows in response to your Freedom of Information Request received on 9 September:

#### Request

Good morning,

Could the council, please confirm the below information?

#### 1. Unified Communications

1. The manufacturer of the council's unified communications software.
2. The provider (the company that you signed the contract with) for your unified communications software.
3. Contract end date for your current unified communications software.
4. Do you have any extensions available on your current contract for the councils unified communications software? If so, please give full details.

Oxford City Council does not have Unified Communication Software.

The Council's contact centre is not outsourced.

The contact centre does not use a specific piece of software. The enter data directly into a range of business systems.

#### 2. Contact Centre

1. Is the council's contact centre outsourced? If so, to who? **No.**
2. How many contact centre agents does the council employ? **42 agents.**
3. The manufacturer of your contact centre software? **Liberty.**
4. The provider (the company that you signed the contract with) for your contact centre software. **Liberty(Netcall)**
5. Contract end date for your current contact centre software. **March 2025.**
6. Do you have any extensions available on your current contract for the council's contact centre software? If so, please give full details. **Recently extended contract by 6 months.**

If you disagree with any part of the response to your request, you are entitled to ask the Council for an internal review of the decision(s) made. You may do this by writing to the Monitoring Officer, by either email [monitoringofficer@oxford.gov.uk](mailto:monitoringofficer@oxford.gov.uk) – or by post to Monitoring Officer, Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX. After the result of the internal review, if you remain dissatisfied, you may ask the Information Commissioner to intervene on your behalf. You may do this by writing to the Information Commissioner's Office, Wycliffe Lane, Wilmslow,

Cheshire, SK9 5AF.

Yours sincerely,

Freedom of Information Officer

| Freedom of Information Team | Law & Governance | Oxford City Council | Town Hall | St Aldate's  
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