



Date: 27/04/2024
Our ref: 01/FOI/24/012376/K

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/012376/K

I write in connection with your request for information dated 27/03/2024, received by Greater Manchester Police (GMP) for the following information:

- 1) *Do you use a tool for live chat/ web chat?*
- 2) *If so, which supplier do you use for this tool?*
- 3) *How much do you spend annually on a live chat/ web chat tool?*
- 4) *Which month & year does your contract with your supplier end?*
- 5) *Who is the budget holder for this contract?*

Live chat is a tool that connects customers with actual, human support representatives. This allows your users to resolve issues in real time. Using live chat, customers can get answers quickly. They'll spend less time waiting to find a solution or sifting through a knowledge base on your website.

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that the information you have requested is held by GMP.

CAVEATS

GMP use the national police Single Online Home portal. Whilst this is a separate system to the one discussed in the below answers, it is closely aligned. The Single Online Home is managed by the National Police Chief's Council. For further information, please contact them.

1. Yes.
2. Cisco/Webex Exchange
3. From 1/4/24 the fee replaces licenses and breaks down into Platform & SLA cost, Service Management fee and Predicted Chat costs at 12p a chat. The three separate costs for GMP will add up to £14,832.30.
4. 25/04/2025.
5. GMP Information Services Branch.