



Date: 17th July 2024
Our ref: FOI/24/012895/C

FREEDOM OF INFORMATION REQUEST REFERENCE NO: FOI/24/012895/C

I write in connection with your request for information dated 05/07/2024, received by Greater Manchester Police (GMP) for the following information:

I hope you might be able to help me to identify the following information which I am looking to find out regarding GMP, I haven't been able to find this information in any recent FOI requests, so was hoping you could answer the below questions:

Telephony

- a. Please confirm the current telephony solution that you have in place?**
- b. When is your contract renewal date?**

Contact Centre

- a. Do you have a citizen facing contact centre?**
- b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?**
- c. How many contact centre agents do you have?**
- d. Please confirm the manufacturer of your contact centre system(s) that are currently in place?**
- e. When is your contract renewal date?**
- f. Who maintains your contact centre system(s) and Vendor solution currently deployed ?**

CRM

- a. Do you use a CRM in the contact centre? What platform is used?**
- b. Do you use the same CRM for the rest of the organisation? What platform is used?**
- c. Do you use a knowledge base / knowledge management platform? What platform is used?**

AI & Automation

- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?**

b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

If you could please provide an attached document with the relevant answers, I would really appreciate it.

Result of Searches

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

Telephony

A – Avaya
B – July 2025

Contact Centre

A – Yes
B – Manage own agents
C – 750
D – Avaya
E – November 2029
F – BT plc

CRM

A – We do not have a stand-alone CRM.
B – N/A
C – N/A

AI & Automation

A – No
B – No