

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

**You asked:**

**Who is the manufacturer of the contact centre system that you operate?**

**ANSWER:**

Netcall Plc.

**How many contact centre agents do you have: is it (a) <100; (b) 100-500; (c) 500-1000 or (d) >1000?**

(b) 100-500

**Who is the manufacturer of your IVR system?**

Netcall Plc.

**How many ports do you have on your IVR system: is it (a) <100; (b) 100-500; (c) 500-1000 or (d) >1000?**

(b) 100-500

**Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?**

Exchange 2010

**How many email users do you have?**

7,500

**Who is/are the manufacturer(s) of your Malware service(s)? This would include, but not be limited to: anti-virus, anti-spam, image and content control for web and email.**

Kaspersky

**How many centres do you use to host or co-locate servers to run your business systems?**

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**

**Information and Support**

**Leicester City Council**

**FREEPOST (LE985/33)**

**New Walk Centre**

**LEICESTER LE1 6ZG**

e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow SK9 5AF**

**Telephone: 01625 545 700**

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.