

FOI Request Response information

FOI request reference:	2016/195
Date request received:	25/07/2016
Date request responded to:	16/08/2016
Category:	Corporate
Tags:	Telephone, calls, software, recording, cost

Request Detail:

Info re recording of incoming telephone calls

1. Do you record incoming telephone calls to any of your teams?
2. If so, what software/equipment do you use?
3. Do you have any project/implementation documentation relating to the recording of incoming telephone calls? If so, please supply.
4. Do you have a cost/benefit analysis documentation regarding the recording of incoming telephone calls? If so, please supply.
5. Have you evaluated the benefits of recording incoming telephone calls? If so, please supply.

Response Detail:

Please find the Trust response in the attached pdf document.

Please click on the paperclip symbol, on the left hand toolbar, to see additional attachments.