

Freedom of Information Request	FOI 22-573-01	4 th January 2023
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Please confirm whether the response of Q8 to Q12 is same for both FourNet and Datrix contracts.

8. Number of Agents; please provide me with the total number of contact centre agents;

Previous response: 185

Further response: FourNet only

9. Number of Sites; please can you provide me with the number of sites the contact centre covers.

Previous response: All main sites (6)

Further response: FourNet only

10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Previous response: Avaya Aura

Further response: FourNet only

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?

Previous response: M0365.

Further response: The contract holder is [Digital Health and Care Wales](#) (DCHW).

12. Number of email users: Approximate number of email users across the organisations.

Previous response: 16,000

Further response: relates to number of staff