REQUEST   17240

SIP Trunking

1. Have you implemented SIP?
2. If yes, when does the contract expire?
3. Who is your SIP provider?
4. The email address of the primary contact for this contract?

Team Licences

1. Which Microsoft 365 Licence do you have e.g. E3, E5 Have you voice enable your Teams Licences?
2. If not, is that something you are considering?

Telephony

1. What is your current telephony system?
2. How many users of the telephony system?
3. When is the contract up for renewal?
4. The email address of the primary contact for this contract?

Contact Centre

1. What contact centre solution is the council using?
2. How many agents does the contact centre employ?
3. How many agents are concurrently working?
4. When is the contract for the contact centre ending?

Mobile phones

1. Who is your current mobile phone provider?
2. How many mobile connections?
3. When is the contract up for renewal?
4. How long do you contract for (24 or 36 months)?
5. The email address of the primary contact for this contract?

RESPONSE

SIP is provided and managed by the council's IT Managed Service Provider – Agilisys.

E5

VOIP & traditional copper lines

Lines are managed as part of the council's IT Managed Service Provider - Agilisys.

1. Netcall, Liberty Converse and Connect.
2. 45 FTE
3. Working time is split between shift patterns covering 8am-6pm
4. 23rd December 2024

1. Vodafone
2. Circa 4,472 telephony devices
3. 13th July 2026
4. 36 months
5. Robert Gregory, Assistant Director, Digital Transformation - r.gregory@wigan.gov.uk