



HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE

Response Date:08/04/2024

2024/352 - Live Chat/ Web Chat tool

In response to your recent request for information regarding;

- 1) Do you use a tool for live chat/ web chat?** Yes
- 2) If so, which supplier do you use for this tool?** Frequentis
- 3) How much do you spend annually on a live chat/ web chat tool?** N/A This is paid for as part of a support contract
- 4) Which month & year does your contract with your supplier end?** **November 2026**
- 5) Who is the budget holder for this contract?** Helen Wynne-Williams, Head of Technology

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 03/04/2024