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| [REDACTED] | Area G-G  OAG  Victoria Quay  Edinburgh EH6 6QQ  Date 16.01.17 |

Dear [REDACTED]

**Freedom of Information Request**

Thank you for your email of 06 January 2107 requesting information under the Freedom of Information Act 2000 (FOIA).  You asked:

1)      Does the department make use of predictive dialling equipment for outbound calling – by both in-house staff and through agencies?

2)      The number of calling agents using dialling equipment across the department including agencies?

3)      The abandoned call rate of predictive diallers in your department including agencies?

4)      If answer-machine detection is used in any of the departments outbound contact centres including agencies?

I can confirm that the Office of the Advocate General (OAG) does not hold the information you have requested. All OAG's telephony services are provided by the Scottish Government. All requests for information in relation to telephony services run by the Scottish Government should be submitted to them. You can use the link below to go to their FOI site.

<http://www.scotland.gov.uk/About/Information/FOI>

You may, if dissatisfied with the treatment of your request, ask the Office of the Advocate General to conduct an internal review of its decision.  The internal review will be conducted by someone other than the person who took the initial decision.  Requests for internal review should be addressed to the Information Officer, Office the Advocate General, Victoria Quay, Edinburgh, EH6 6QQ.

If following the internal review you remain dissatisfied with the treatment of your request by OAG then you may take your complaint to the Information Commissioner, whose address is Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.  Details of the complaints procedure can be found here:

<http://www.ico.gov.uk/complaints/freedom_of_information.aspx>

Yours sincerely

[REDACTED]