

Appendix A – Statistics and Current Configuration

Meetings & Chat Statistics for September 2020

8x8 Meetings 1227meetings

Teams Meetings

Channel Messages	1,958
Reply Messages	1,552
Post Messages	371
Chat Messages	23,031
Meetings Organised	2,826
Meetings Participated	3,089
1:1 Calls	699
Audio Time	21,063,212 seconds
Video Time	19,885,158 seconds

8x8 Telephone Extensions

637 total number of DDI extensions (September 2020)

Included in the above:

38 Analogue Audio Codes Extensions

8 Poly 6000 Speakerphones

87 Poly VVX311 Desk Phones

175 DECT Phones

Telephone Calls Statistics

September 2020

Month 2020	National Minutes	International Minutes
September	19,769	420
August	16,084	240
July	18,572	577
Jun	20,338	313
May	18,645	500
October 2019	43,079	839
September 2019	37,226	440

Virtual Contact Centre (VCC)

2 x VCC instances:

IT Service Desk

Main Contact Centre

Total of 18 Agent Seats

Concurrent Access Limit (licences) 12 Seats

Incoming Channels		
Phone	46	
Email	0	
Chat	1	

Outbound Queues		
Phone	1	

Inbound Queues		
Phone	4	
Email	0	
Chat	1	
Voice Mail	0	

Public Numbers

442039064094	The National Archives new Saturday (ACTIVE)
442039064095	The National Archives new Saturday (ACTIVE)
442039064096	The National Archives new Saturday (ACTIVE)
442039064097	Text Jazz
442039064098	Text Jazz
442039089001	Agent Extension script
442039089405	Agent Extension script
442039089406	Agent DID script
442039089407	Agent Extension script
442039660645	Tech Service Desk Support
442080685893	DSD FPoC Survey -new

442083925200	The National Archives new Saturday (ACTIVE)
442088763444	The National Archives new Saturday (ACTIVE)

Current Network Overview

The existing network infrastructure equipment types consist of:

Core & Datacentre Layer HPE 12508E switch chassis

HPE 5900-48G-4XG-2QSFP switches for Server connectivity

HPE 5120 EI Switch Series for OUT-OF-BAND MANAGEMENT network Distribution & Access Layer

HPE 5900-48G-4XG-4QSFP switches for distribution of public network

HPE 5500 EI Switch Series (mix of 24-port and 48-port models)

Wireless LAN Cisco 5508 WLAN controllers deployed as HA pair

Wireless APs Cisco access points

Analogue Phone Infrastructure

The National Archives Emergency Phones Network Topology



DECT Phone Infrastructure

The National Archives DECT Phones Network Topology

