

Ref: FOI/GS/ID 7975

**Please reply to:**  
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## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Contact Centre, CRM, and AI & Automation.

*You asked: All questions are shown as received by the Trust.*

- 1. Contact Centre – target to organisations we know have a CC a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.*
- b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?*
- c. How many contact centre agents do you have?*
- d. Do agents work from home? Or just your offices?*
- e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?*
- f. When is your contract renewal date?*
- g. Who maintains your contact centre system(s)?*
- 2. CRM*
- a. Do you use a CRM in the contact centre? What platform is used?*
- b. Do you use the same CRM for the rest of the organisation? What platform is used?*
- c. Do you use a knowledge base / knowledge management platform? What platform is used?*
- 3. AI & Automation*
- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?*
- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?*

Trust response:

1. The Trust does not have a contact centre.

All remaining questions are not applicable.