

Reference Number: FOI202223/423
From: Private Individual
Date: 27 January 2023
Subject: Contact centre information

- Q1 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)?

A1 a- Information not held - The Trust does not have a contact centre.
g

- Q2 Customer Relationship Management
- 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?

A2 a- Information not held – as per A1 a-g
c

- Q3 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 Robotic Process Automation technology? If so which RPA technology provider, do you use?

A3 a. Information not held – The Trust does not have a customer facing chatbot.
b. Yes, Blue Prism