

Freedom of Information Request	FOI 22-382	31 <sup>st</sup> August 2022
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**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.**

No

**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?**

Avaya Aura Contact Centre

**b. Do you use the same CRM for the rest of the organisation? What platform is used?**

As per Q2a

**c. Do you use a knowledge base / knowledge management platform? What platform is used?**

Service Point

**3. AI & Automation**

**a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?**

No

**b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?**

Blue Prism