

Freedom of Information Request: Our Reference CTMUHB_306_22

You asked:

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.**

Yes.

- b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?**

We manage our own agents.

- c. How many contact centre agents do you have?**

X100.

- d. Do agents work from home? Or just your offices?**

From our offices.

- e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?**

MITEL Contact Centre & Liberty Netcall.

- f. When is your contract renewal date?**

April 2025.

- g. Who maintains your contact centre system(s)?**

DAISY Communications.

2. CRM

- a. Do you use a CRM in the contact centre? What platform is used?**

No.

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

N/A.

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

No.

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?**

None yet, but under investigation.