

2 March 2023

Case Reference IC-215007-H4R5

Your request

You asked us for the following:

- "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?"*

Where your questions satisfy the criteria of a valid information request, we have considered your request under the Freedom of Information Act 2000 (FOIA).

Our response

The ICO does hold information within scope of this request. Our answers to your questions are as follows:

1.
 - a. Yes
 - b. Own agents
 - c. 415

- d. Both
- e. Nasstar/Touchpoint Enghouse
- f. 23 January 2024
- g. Nasstar/Enghouse

- 2.
- a. Microsoft Dynamics
- b. No
- c. No
- 3.
- a. Yes ,ICS.AI
- b. Yes/Microsoft

This concludes our response.

We hope you find this information helpful.