Date: 10/02/2023

FREEDOM OF INFORMATION REQUEST - Ref: FOI/017616 - Contact Centre, CRM, and AI & Automation'.

Please see below responses:

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. - Telephone call centre and 2 way text messaging - OPD desks are patient facing.
b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to? - Employ own agents
c. How many contact centre agents do you have? - 9 agents in total
d. Do agents work from home? Or just your offices? - agents work from home and in office
e. Please confirm the manufacturer of your contact centre system(s) that are currently in place? - Cisco
f. When is your contract renewal date? Unknown -
g. Who maintains your contact centre system(s)? - In house IT technician with assistance from Cisco

2. CRM

a. Do you use a CRM in the contact centre? What platform is used? - PAS systems such as OASIS and ERS
b. Do you use the same CRM for the rest of the organisation? What platform is used? - Yes as well as Bighand,Sunrise, CRIS, JACS
c. Do you use a knowledge base / knowledge management platform? What platform is used? - E-learning hub, IT and departmental training documents, shadowing

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? - Envoy text messaging service but this requires daily extract or manual sending