

## FOI\_1046\_2022-23 – FOI Request Concerning – Contact Centre, CRM, and AI & Automation

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**1. Do you have a customer/ citizen facing contact centre? If not please skip these questions.**

Yes

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

Own agents

**3. How many contact centre agents do you have?**

Up to 130

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

System enables agents to operate from either

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

X-On Surgery Connect

**6. When is your contract renewal date?**

2025

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

X-On

**CRM**

**1. Do you use a CRM in the contact centre?**

No

**2. What platform is used?**

N/A

**3. Do you use the same CRM for the rest of the organisation?**

N/A

**4. What platform is used?**

N/A

**5. Do you use a knowledge base / knowledge management platform?**

No

**6. What platform is used?**

N/A

**AI & Automation**

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

No

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

Under development using Blue Prism Cloud