

## 1 Contact Centre

- 1a) Do you have a customer/ citizen facing contact centre? If not please skip these questions.
- 1b) Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?
- 1c) How many contact centre agents do you have?
- 1d) Do agents work from home? Or just your offices?
- 1e) Please confirm the manufacturer of your contact centre system(s) that are currently in place?
- 1f) When is your contract renewal date?
- 1g) Who maintains your contact centre system(s)?

- 1a) Yes
- 1b) Yes - employ and manage our own agents
- 1c) 64.30 FTE
- 1d) Working time is currently split, with an element of office / home working

Exemption applies to responses for Q1e/1f/1g and 3a

Section 43(2) exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any legal person (an individual, a company, the public authority itself or any other legal entity).

There is currently an open commercial tender for the managed contract and the detail and level of expenditure requested cannot be disclosed at this stage as this would be likely to harm the Council's commercial interests. This is because bidders might artificially inflate their bids knowing the current value of elements of the contract.

We therefore believe that the exemption within Section 43 (2) of the FOI Act is engaged.

This exemption is subject to a public interest test. Whilst the council recognises the inherent public interest in transparency and accountability in its expenditure (and indeed, the overall contract value appears on the Council's contracts register), it believes the public interest in getting best value from the procurement process and keeping the burden on local taxpayers to a minimum outweighs the principles of transparency at this stage of the process.

## **2 CRM**

- 2a) Do you use a CRM in the contact centre? What platform is used?
- 2b) Do you use the same CRM for the rest of the organisation? What platform is used?
- 2c) Do you use a knowledge base / knowledge management platform? What platform is used?

- 2a) Yes JADU CXM
- 2b) Yes - See 2a
- 2c) No

## **3. AI & Automation**

- 3a) Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?
- 3b) Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

- 3a) See 1e/f/g
- 3b) Not presently