

Ref: FOI/00252/CMICB
28 February 2023

Your Request:

- 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)?**

Our Response:

- 1) NHS Cheshire & Merseyside ICB does not operate a contact centre.

Your Request:

- 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?**

Our Response:

- 2) As previously advised, NHS Cheshire & Merseyside ICB does not operate a contact centre or use customer relationship management (CRM) software.

Your Request:

- 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?

Our Response:

3a) NHS Cheshire & Merseyside ICB does not operate any chatbot technology.

3b) NHS Cheshire & Merseyside ICB does not use Robotic Process Automation (RPA) directly as an organisation.