

Request Reference: 494A/22

**1. Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year**

Budget (including pay):

2019/20 = £15,354,500

2020/21 = £25,473,000

2021/22 = £34,080,700

**2. Does your organisation use chatbots?**

We have [Live Chat](#) ,and we use a chatbot at the start of the interaction to deflect people to self-serve services if appropriate.

**3. How many customer interactions have your chatbots conducted over the last three financial years, broken down by year?**

We only have access to data from April 2021 onwards so cannot provide details for the first two financial years requested.

All chats begin with the chatbot 'BOB-E'. Some of these are resolved by BOB-E on initial contact and do not involve an agent. The majority of chats are deflected by BOB-E to a human agent who continues the remainder of the chat.

Financial Year	BOB-E Interactive Chats
2019 - 2020	-
2020 - 2021	-
2021 - 2022	233,539

**4. Are you team given training on the use of chatbots? If so, can you provide details?**

Staff are given an input on how to technically use Live Chat, the responses are covered in the usual training that staff are given to answer 101 and 999 calls.