

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?

We recruit, employ and manage all agents.

c. How many contact centre agents do you have?

At the time of writing we have 261 agents with an FTE of 239.5

d. Do agents work from home? Or just your offices?

We currently operate some of our live chat work from home.

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

Avaya, LivePerson

f. When is your contract renewal date?

**** This would be for contracts and procurement to answer.****

The contract is due to expire on the 31st May 2023 and may be extended for up to an additional 3 years providing the duration of the contract is no longer than 7 years in total.

g. Who maintains your contact centre system(s)?

Maintenance of the system is done by our internal IT&D department

2. CRM

a. Do you use a CRM in the contact centre? What platform is used?

ControlWorks SSS Public Safety- Capita and CONNECT- Northgate

b. Do you use the same CRM for the rest of the organisation? What platform is used?

Yes.

c. Do you use a knowledge base / knowledge management platform? What platform is used?

Microsoft Sharepoint

3. AI & Automation

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

We use a LivePerson created Chatbot

b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

We do not currently utilise RPA technology.