

Request Title: Contact centre and CRM

FOI Reference: PSC-115030-T0J6

Date of Disclosure: 13/02/2023

Date Range: 2023

FOI Request: (response in red)

Having completed enquiries within NHSPS in respect of Section 1(1)(a), NHSPS does hold information relating to your request. Under Section 1(1)(b) the below has been provided in relation to 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. **Yes.**

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

c. How many contact centre agents do you have? **At full capacity there are 56 CSC agents in the team. We also have 8 team leaders and 1 trainer who have active log ins to the telephony system.**

d. Do agents work from home? Or just your offices? **Work from home with one day in the office.**

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

Mitel

f. When is your contract renewal date? **11/07/2023**

g. Who maintains your contact centre system(s)? **Charterhouse Voice & Data plc**

2. CRM

a. Do you use a CRM in the contact centre? What platform is used? **Yes, Compass.**

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? **Some rudimentary KM functionality is provided by Compass, but there is no dedicated platform.**

3. AI & Automation

a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology? **No.**

b. Does your organisation utilise RPA technology? If so which RPA technology provider, do you use? **No.**