

Request for information under the Freedom of Information Act – 2023.326
Released – 20 February 2023

Thank you for your email received 27 January 2023 requesting information regarding contact centres.

Please find detailed below a summary of your request, together with our response.

Summary of your original 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?

Employed by the Trust

c. How many contact centre agents do you have?

238

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

Hybrid, a mix of home and office staff

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

8x8

f. When is your contract renewal date?

March 2023

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

8x8

2. CRM

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

No

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

No

Chair John Goulston Chief Executive Mairead McCormick

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

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

No

3. AI & Automation

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

Yes, 8x8

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

No