

Ref. No: 016060422
From: Public
Date: 06/04/22
Subject: IT Budget

REQUEST & RESPONSE

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

2019/20	2020/21	2021/22
£7,122,154	£9,850,300	£11,764,313

2. Does your organisation use chatbots? If so, how many?

No

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

No

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

No