

Ref. No: 298
From: Commercial
Date: 27/01/23
Subject: Contact Centre, CRM, and AI & Automation.

REQUEST & RESPONSE

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 and manage own agents.

- c. How many contact centre agents do you have?

1,918 agents.

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

Both.

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

CISCO UCCX

- f. When is your contract renewal date?

Licenses are perpetual, support expires in April 2024.

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

Maintained in-house.

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?

N/A

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?

No

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

Automation Anywhere and Blue Prism.