

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 27 January 2023.

I am pleased to confirm the following.

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?

Agents are employed by the Trust.

c. How many contact centre agents do you have?

200.

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?

Microsoft, Cisco.

f. When is your contract renewal date?

02/25, 03/26.

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

In house support team.

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.

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

The IT Department use FreshService for KB.

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?

Yes, Microsoft PowerAutomate.

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator

For and on behalf of Milton Keynes Hospital NHS Foundation Trust