

06/03/23

CITB
Head Office
Sand Martin House
Bittern Way
Peterborough
PE2 8TY

Email: information.governance@citb.co.uk
www.citb.co.uk

Dear [REDACTED]

Freedom of Information Request: 402022

Following your email dated 8th February 2023 requesting 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.
- b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?
- c. How many contact centre agents do you have?
- d. Do agents work from home? Or just your offices?
- e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
- f. When is your contract renewal date?
- g. Who maintains your contact centre system(s)?

2. CRM

- a. Do you use a CRM in the contact centre? What platform is used?
- b. Do you use the same CRM for the rest of the organisation? What platform is used?
- c. Do you use a knowledge base / knowledge management platform? What platform is used?

3. AI & Automation

- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?
- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

The response is as follows:

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?
Outsource to SSCL

- c. How many contact centre agents do you have?
Information not held by CITB

- d. Do agents work from home? Or just your offices?
Information not held by CITB

e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?
Information not held by CITB

f. When is your contract renewal date?
01/02/2029

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

2. CRM

a. Do you use a CRM in the contact centre? What platform is used?
Yes – Microsoft Dynamics 365

b. Do you use the same CRM for the rest of the organisation? What platform is used?
Yes – Microsoft Dynamics 365

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?
No

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Corporate Performance Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email adrian.beckingham@citb.co.uk.

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: <https://ico.org.uk/>

Yours sincerely

Jonathan Francis
Information Risk & Data Governance Manager