

Reference: FOI.ICB-2223/191

Subject: Contact Centre, CRM, and AI & Automation

*I can confirm that the ICB **does hold some of the information requested**; please see responses below:*

QUESTION	RESPONSE
<p>1. Contact Centre – target to organisations we know have a CC:</p> <ul style="list-style-type: none"> 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)? 	<p>Bristol, North Somerset and South Gloucestershire Integrated Care Board (BNSSG ICB) does not have a contact centre.</p> <p>Our Customer Service Team works in a hybrid system which includes office working and working from home.</p>
<p>2. CRM (Customer Relationship Management):</p> <ul style="list-style-type: none"> 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? 	<p>The Customer Service team use DATIX as the CRM system along with the rest of the ICB.</p> <p>The ICB does not currently use a specific knowledge management platform.</p>

<p>3. AI & Automation:</p> <ul style="list-style-type: none">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?	<p>The ICB does not currently use any AI or Automation.</p>
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The information provided in this response is accurate as of 16 February 2023 and has been approved for release by Deborah El-Sayed, Chief Digital Information Officer and Director of Transformation for NHS Bristol, North Somerset and South Gloucestershire ICB.