FOI 1968

Date 23/02/2023

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

**1. Contact Centre**

1. **Do you have a customer/ citizen facing contact centre? If not please skip these questions.**

Netcall and Openscape Contact Centre.

1. **Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?**

Own agents

1. **How many contact centre agents do you have?**

Varies from day to day

1. **Do agents work from home? Or just your offices?**

Both

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

We do not currently have one.

1. **When is your contract renewal date?**

N/A

1. **Who maintains your contact centre system(s)?**

N/A **2. CRM**

1. **Do you use a CRM in the contact centre? What platform is used?**

Not used

1. **Do you use the same CRM for the rest of the organisation? What platform is used?**

N/A

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

No

**3. AI & Automation**

1. **Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?**

No

1. **Does your organisation utilise RPA technology? If so which RPA technology provider do you use?**

No

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Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust