



## Freedom of Information request 01/FOI/22/1394

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?**

## RESPONSE

- 1.a) Yes.
- 1.b) British Transport Police employ our own agents.
- 1.c) The Citizen facing centre has 60 Agents.
- 1.d) Office.
- 1.e) Avaya.
- 1.f) May 2023.
- 1.g) FourNet.
- 2.a) No.
- 2.b) Not applicable.
- 2.c) Not applicable.
- 3.a) No.
- 3.b) Not applicable.