



Further to your information request FOI/EIR 23/24-487, please find your question and our response below.

Request:

1. Contact Centre
 - a. Do you have a customer/ citizen facing contact centre?
 - 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
 - b. East Cambridgeshire District Council employs its own Customer Service Advisors
 - c. 10
 - d. They primarily work in in the office, with an option to work from home occasionally.
 - e. The Contact Centre uses the CRM system: Firmstep
 - f. This is a rolling contract
 - g. Firmstep
2.
 - a. Yes, Firmstep
 - b. Yes
3. No
 - a. No
 - b. No

This concludes your request FOI/EIR 23/24-487.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.