

**Reference Number:** FOI202223/012  
**From:** Commercial  
**Date:** 05 April 2022  
**Subject:** IT budget and use of chatbots, including number of interactions and training

Q1 Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year

	<b>2019-2020</b>	<b>2020-2021</b>	<b>2021-2022</b>
<b>IM&amp;T</b>	£6,446,238	£6,892,164	£7,635,936

Q2 Does your organisation use chatbots? If so, how many?

A2 Yes, we use one chatbot

Q3 How many customer interactions have your chatbots conducted over the last three financial years, broken down by year?

<b>Financial year</b>	<b>No of Customer Interaction</b>
01/04/2022 - 22/04/2022	946
2021 - 2022	17,705
2020 - 2021	7,396
2019 - 2020	9,929

Q4 Are you team given training on the use of chatbots? If so, can you provide details?

A4 Yes, training is provided verbally form an experienced member of staff who has used the chatbots.