

Reference Number: FOI202223/228
From: Private Individual
Date: 10 August 2022
Subject: Providers of CRM and AI & Automation use

- Q1 Customer Relationship Management (CRM)
- Do you use a CRM in the contact centre? What platform is used?
 - Do you use the same CRM for the rest of the organisation? What platform is used?
 - Do you use a knowledge base / knowledge management platform? What platform is used?
- A1
- No, no platform used
 - No, no platform used
 - No, no platform used
- Q2 Artificial Intelligence (AI) & Automation
- Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?
 - Does your organisation utilise Robotic process automation (RPA) technology? If so which RPA technology provider do you use?
- A2
- No, no provider used
 - No, no provider used