

Our Ref: PW/AKB/FOI-02-245

9th February 2023

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-02-245

Your request for information under the Freedom of Information Act 2000

Thank you for your request dated the 8th February 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board does not hold the information that you have requested. Please see our responses in blue below:

Dear NHS Staffordshire and Stoke-on-Trent Integrated Care Board,

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)?**

The ICB do not have a Contact Centre.

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?**

The ICB do not have a Contact Centre.

3. AI and Automation

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

The ICB do not have a chatbot.

- b) **Does your organisation utilise RPA technology? If so which RPA technology provider do you use?**

The ICB does not utilise RPA technology.

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance