

Our Ref: 65/2023
JANUARY 2023

Re: Your request made under the Freedom of Information Act 2000

Dear Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust,

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. **NO**
 - 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? **NO**
 - 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? **No**
 - b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use? **NO**