

**Freedom of Information Request**

**Ref: 22-449**

22 August 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**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.**

A patient facing, appointments call centre.

**b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?**

Manage our own agents.

**c. How many contact centre agents do you have?**

350 approximately.

**d. Do agents work from home? Or just your offices?**

Both

**e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?**

Netcall

**f. When is your contract renewal date?**

We do not have a contract.

**g. Who maintains your contact centre system(s)?**

Netcall

## **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?**

Not applicable

**c. Do you use a knowledge base / knowledge management platform? What platform is used?**

Not applicable

## **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?**

Blue Prism.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**