

Freedom of Information request 81-23

Request

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)?
2. CRM
 - a. Do you use 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?
3. AI & Automation
 - a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?
 - b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

Response

1. NHS Borders does not have a Contact Centre.
2. N/A
3. NHS Borders does not have a customer or citizen facing chatbot.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **81-23** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within

six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.