

Request Ref: 2792

FOI Request dated **16/01/2023** as follows –

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 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?*
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

Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at Section 1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at Section 1(1)(b) is to disclose information that has been confirmed as being held. Where exemptions are relied upon Section 17 of FOIA requires that we provide the applicant with a notice which: a) states that fact b) specifies the exemption(s) in question and c) states (if that would not otherwise be apparent) why the exemption applies.

It has been determined that this information is exempt on the basis that s21 of the Act applies – Information Reasonably Accessible by Other Means. As this exemption is absolute there is no requirement for me to conduct a public interest test, however in order to provide assistance I provide the following link for Questions 1 C/E/F - <https://www.hull.ac.uk/legal/docs/foi/procurement/2574-contact-centre-call-centre-contracts.pdf>

1. Contact Centre

- a. The University host a short-term contact centre operation during Mid-August each year for UCAS Clearing
- b. Staffed by internal resources from across the business.
- d. Mainly on campus, with ability to remote work if required.
- g. BT

2. CRM

- a. Functionality built into our Student Information System, which is Tribal E: Vision (SITS)
- b. No, Various CRM platforms in use.

Anthology Connect
Blackbaud
UniQuest
XN Leisure
Graduway

- c. University support portal contains a knowledgebase, currently operating on TOPDesk SaaS

3. AI & Automation

- a. No
- b. No