

From: [Enquiries](#)
To: [Lauren Siggery](#)
Cc: [Enquiries](#)
Subject: RE: Freedom of Information Request response
Date: 08 January 2021 10:39:05
Attachments: [image001.png](#)

Dear Lauren Siggery

Thank you for your freedom of information request received on 22 December 2020.

The SSRO has the following responses to your questions:

1. Do you currently have any AI enabled chatbots engaging with Citizens directly? If not, do you intend to introduce this in the next 12 months?
Answer: No and No.
2. Do you currently have a live webchat to engage with Citizens live on your website? If not, do you intend to introduce this in the next 12 months?
Answer: No and No.

If 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 request and should be addressed to: Neil Swift, c/o Enquiries, enquiries@ssro.gov.uk.

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.

Kind regards,

Enquiries

Single Source Regulations Office

T: 0203 771 4771 | E: enquiries@ssro.gov.uk
Finlaison House | 15-17 Furnival Street | London | EC4A 1AB

From: Lauren Siggery <lauren.siggery@ics.ai>
Sent: 22 December 2020 09:51
To: Lauren Siggery <lauren.siggery@ics.ai>
Subject: Freedom of Information Request

WARNING: The sender of this email could not be validated and may not match the person in the "From" field.

CAUTION: External Email

Freedom of Information Request

Company Name – [ICS.AI](#)

Name – Lauren Siggery

Email – lauren.siggery@ics.ai

Company Address – Grove House, Chineham Court, Lychpit RG24 8AG

I would like to find out more about your organisations adoption of AI and Digital Transformation. Please see below a list of questions that hopefully you can help me with under the FOI ACT.

AI & Digital Transformation

1. Do you currently have any AI enabled chatbots engaging with Citizens directly? If not, do you intend to introduce this in the next 12 months?

If you are looking to introduce AI enabled chatbots in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address)

2. Do you currently have a live webchat to engage with Citizens live on your website? If not, do you intend to introduce this in the next 12 months?

If you are looking to introduce live Webchat in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email

address)

Kind Regards,



MICROSOFT AI INNER CIRCLE

Lauren Siggery

Marketing Assistant

t. 01256 403800

e. lauren.siggery@ics.ai

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