



Homes
England

Date: 10 March 2023

Our Ref: RFI4231

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

██████████
By Email Only

Information Governance Team
Homes England
Windsor House – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear ██████████

RE: Request for Information – RFI4231

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

Contact Centre, CRM, and AI & Automation

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

We can confirm that we do hold some of the requested information. We will address each of your questions in turn.

1a. Do you have a customer/ citizen facing contact centre?

Yes, we have a customer facing contact centre.

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1b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?

We both employ our own agents and outsource to a third party, Target Group.

1c. How many contact centre agents do you have?

We can confirm that there are 100 contact centre agents.

1d. Do agents work from home? Or just your offices?

We can confirm that there is a Hybrid working model.

1e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?

Microsoft Teams and Clobber.

1f. When is your contract renewal date?

The Microsoft contract will expire at the end of March 2023 and Clobber at the end of August 2024, both of which are currently being reviewed as they are on rolling contracts.

1g. Who maintains your contact centre system(s)?

We maintain our own contact centre.

2a. Do you use a CRM in the contact centre? What platform is used?

We can confirm that we use Microsoft Dynamics internally.

2b. Do you use the same CRM for the rest of the organisation? What platform is used?

We can confirm that no other CRM is used across the rest of the organisation.

2c. Do you use a knowledge base / knowledge management platform? What platform is used?

No, we do not use a knowledge base/management platform.

3a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?

3b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

We can confirm that Homes England does not use any AI or Automation technology.

Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled, you may request an internal review. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: infogov@homesengland.gov.uk

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Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link:

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

The Information Governance Team
For Homes England

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