



Rural Payments Agency

06 March 2023
Our ref: RFI 6499

Dear [REDACTED],

Freedom of Information Act – Information Request

We refer to your request for information dated 8 February 2023 which we have dealt with under the Freedom of Information Act 2000 (FoIA).

Please find our answers to your questions below:-

1. Contact Centre

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

The Rural Payments Agency (RPA) employ and manage our own agents.

- b. How many contact centre agents do you have?*

We have 100 to 250 agents depending on the time of year.

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

Our agents work to a hybrid approach, working from home and at our offices.

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

Content Guru.

- e. When is your contract renewal date?*

1 February 2028.

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

Vodafone.

2. CRM

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

Yes – Microsoft Dynamics CRM 365.

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

Yes – The majority of RPA uses the same CRM. However, some areas use bespoke or legacy systems.

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

Yes – The majority of RPA uses the integrated Knowledge Management function of MS Dynamics CRM 365.

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?

Yes - The RPA technology provider is UiPath

We also attach Annex A below, explaining the copyright that applies to the information being released to you.

What you need to do

If you are not happy with the way we have handled your request, you can ask for an internal review. These requests should be submitted in writing within two months of the date of receipt of the response to your original request. You should email your request for a review to IRT@rpa.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. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted RPA's own complaints procedure. The Information Commissioner can be contacted at: [Information Commissioner's Office](#), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If you need further information

If you have any questions about this email, you can contact us by email irt@rpa.gov.uk.

You can find more information on how we handle personal data in our [Personal Information Charter](#) and [RPA Customer Privacy notices](#) on [GOV.UK](#)

Yours sincerely

Information Rights Team

Rural Payments Agency | Eden Bridge House | Lowther Street | Carlisle | CA3 8DX

Tel: 03300 416502 | **Email:** IRT@rpa.gov.uk

Follow us on Twitter @Ruralpay

About this email

This email has been sent to you because the email address has been provided to us. If you no longer wish to be contacted electronically, please let us know. If you have done this recently, please allow for this to take effect.

Security

Please be on your guard against emails that request any of your security details. We will never ask you by email to enter (or record) these details. If you receive an email like this, you should not respond.

Legal

This email message is confidential and for use by the addressee only. If the message is received by anyone other than the addressee, please delete it from your computer.

The Rural Payments Agency does not accept responsibility for changes made to this message after it was sent.

While all reasonable care has been taken to avoid the transmission of viruses, it is your responsibility to ensure that onward transmission, opening or use of this message and any attachments will not adversely affect your systems or data. No responsibility is accepted by the Rural Payments Agency in this regard, and you should carry out appropriate virus and other checks.

Annex A - Copyright

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents produced by RPA will be protected by Crown Copyright. Most Crown copyright information can be re-used under the [Open Government Licence](#). For information about the OGL and about re-using Crown Copyright information please see [The National Archives](#) website.

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party see the [Intellectual Property Office](#) website.