

FOI 23/112

6th March 2023

Dear

Thank you for your email.

Please find below answers to the questions you have raised.

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. Yes

b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to? No, we do not outsource.

c. How many contact centre agents do you have? 6

d. Do agents work from home? Or just your offices? We have a hybrid working model.

e. Please confirm the manufacturer of your contact centre system(s) that are currently in place? Avaya CMS and Appian database

f. When is your contract renewal date? – Avaya Jan 2024 and Appian Dec 2023

g. Who maintains your contact centre system(s)? – Vodafone Support and Appian

2. CRM

a. Do you use a CRM in the contact centre? What platform is used? We do not have a CRM system.

b. Do you use the same CRM for the rest of the organisation? What platform is used? The Clinical Practice Research Datalink (CPRD) uses Salesforce. The system is not used outside CPRD and there is no other CRM in use within the agency.

c. Do you use a knowledge base / knowledge management platform? What platform is used? – SharePoint and Wiki on SharePoint site

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, Blue Prism

If you disagree with how we have interpreted the Freedom of Information Act 2000 in answering your request, you can ask for an internal review. Please reply to this email, within two months of this reply, specifying that you would like an Internal Review to be carried out.

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Yours sincerely

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