



Medicines & Healthcare products
Regulatory Agency

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[REDACTED]
request-1122578-262acfd@whatdotheyknow.com

21 May 2024

MHRA reference: FOI2024/00058

Dear [REDACTED],

Thank you for your information request, which we received on 24 April. You asked for:

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?*



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We have dealt with your request under the Freedom of Information Act 2000 (FOIA).

We confirm that we hold the information you have asked for, and we are disclosing this information in full. We have copied your questions below and have included our responses in blue text beneath.

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, Appian Database.

f. When is your contract renewal date?

Avaya: January 2025. Appian: December 2025.

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?



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The Clinical Practice Research Datalink (CPRD) uses Salesforce. This 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.

We hope this information is useful for you.

This concludes our response to your request.

If you have a query about this response, please contact us at

Please remember to quote the reference number at the top of this letter in any future communications. Details of your appeal rights are below.

Yours sincerely,

Customer Experience
Medicines and Healthcare products Regulatory Agency

Appeal rights

If you are dissatisfied with the handling of your request, you can ask us to conduct an internal review. Internal review requests should be submitted within two months of the date you receive this response and addressed to: foi.request@mhra.gov.uk

If you remain dissatisfied with the outcome of the internal review, you 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 a request unless the requester has first asked us to conduct an internal review.



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The Information Commissioner can be contacted through their online webform at:
<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Or in writing to: Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire, SK9 5AF

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