



Medicines & Healthcare products  
Regulatory Agency

10 South Colonnade  
Canary Wharf  
London  
E14 4PU  
United Kingdom  
[gov.uk/mhra](http://gov.uk/mhra)

[REDACTED]  
request-1122535-d306861c@whatdotheyknow.com

22 May 2024

MHRA reference **FOI2024/00057**

Dear [REDACTED],

Thank you for your information request, which we received on **24th April 2024**. 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?**

We have dealt with your request under the Freedom of Information Act 2000 (FOIA). The Commission on Human Medicines is an advisory non-departmental public body, sponsored by the Department of Health and Social Care. Support services are all provided to the Commission on Human Medicines by the Medicines and Healthcare products Regulatory Agency (MHRA).



## Medicines & Healthcare products Regulatory Agency

As such, the Commission on Human Medicines do not hold the information that you are requesting.

We now consider this request complete.

If you have a query about this response, please contact us at [foi.request@mhra.gov.uk](mailto:foi.request@mhra.gov.uk)

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](mailto: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.

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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