

London Borough of Barnet,
2 Bristol Avenue, Colindale, NW9 4EW
6 March 2023
Our ref: 9168640

Thank you for your request received on 8 February 2023, for the following information:

Dear Barnet Borough Council,

- 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 processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and it is attached/ the answers to your questions are below

Dear Barnet Borough Council,

- 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? We outsource to Capita**
 - c. How many contact centre agents do you have? - This is part of the outsourced**

agreement

d. Do agents work from home? Or just your offices? - This is part of the outsourced agreement

e. Please confirm the manufacturer of your contact centre system(s) that are currently in place? - This is part of the outsourced agreement

f. When is your contract renewal date? - This is part of the outsourced agreement

g. Who maintains your contact centre system(s)? - This is part of the outsourced agreement

2. CRM

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

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

c. Do you use a knowledge base / knowledge management platform? What platform is used? No

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? - No

<https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract>

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Records & Information Management Service, Assurance Group, London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.