



Dear

## **Gloucestershire Constabulary Freedom of Information request 2023.0186**

On 09/02/2023 you sent an email constituting a request under the Freedom of Information Act asking the following:

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?

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

1. Contact Centre/Control Room
  - a. Yes
  - b. Yes
  - c. Approx. 120
  - d. Just office.
  - e. NEC, Nasstar, Steria, NICE
  - f. NEC – 22/05/2024  
Nasstar – 27/06/2024  
Steria – 31/03/2025

NICE – 16/01/2024

g. Internal ICT teams with supplier support.

2. CRM

- a. No
- b. N/A
- c. No

3. AI & Automation

- a. No
- b. No

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

Yours sincerely,

Disclosure Officer  
Gloucestershire Constabulary