

Information Governance

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9 February 2023

Our reference: FOI DA4563

I am responding to your request for information received 27 January 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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'what matters' to everyone, achieve a better quality
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Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request:

Contact Centres

Question 1: Do you have a customer/ citizen facing contact centre? If not please skip these questions.

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2022-06/DA4116%20Contact%20Centre%20Call%20Centre%20contracts.pdf>

Question 2: Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?

Answer: Not applicable.

Question 3: How many contact centre agents do you have?

Answer: Not applicable.

Question 4: Do agents work from home? Or just your offices?

Answer: Not applicable.

Question 5: Please confirm the manufacturer of your contact centre system(s) that are currently in place?

Answer: Not applicable.

Question 6: When is your contract renewal date?

Answer: Not applicable.

Question 7: Who maintains your contact centre system(s)?

Answer: Not applicable.

CRM

Question 8: Do you use a CRM in the contact centre? What platform is used?

Answer: The Trust has reviewed question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:



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<https://www.elft.nhs.uk/sites/default/files/2023-01/ANON%20Response%20-%20FOI%20DA4347.pdf>

Question 9: Do you use the same CRM for the rest of the organisation? What platform is used?

Answer: The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2023-01/ANON%20Response%20-%20FOI%20DA4347.pdf>

Question 10: Do you use a knowledge base / knowledge management platform? What platform is used?

Answer: The Trust has reviewed question 10 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2023-01/ANON%20Response%20-%20FOI%20DA4347.pdf>

AI & Automation

Question 11: Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?

Answer EBO, supplier via The Access Group.

Question 12: Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

Answer: No.



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