

30 August 2024

FOI Ref 16811

Request - You asked us the following:

Dear Staffordshire Police,

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 received your request on 23/05/2024 and have processed this under the Freedom of Information Act (FOIA).

Please find below our response.

Staffordshire Police holds the following requested information.

- 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. – **Information held.**
- b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to? – **Information held.**
- c. How many contact centre agents do you have? – **Information held.**
- d. Do agents work from home? Or just your offices? – **Information held.**
- e. Please confirm the manufacturer of your contact centre system(s) that are currently in place? – **Information held.**



- f. When is your contract renewal date? – **Information held.**
- g. Who maintains your contact centre system(s)? – **Information held.**
- 2. CRM
- a. Do you use a CRM in the contact centre? What platform is used? – **Information held.**
- b. Do you use the same CRM for the rest of the organisation? What platform is used? – **Information held.**
- c. Do you use a knowledge base / knowledge management platform? What platform is used? – **Information held.**
- 3. AI & Automation
- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology? – **Information held.**
- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use? – **Information held.**

Staffordshire Police discloses/withholds the following information.

- 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. – **Withheld.**
- b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to? **Withheld.**
- c. How many contact centre agents do you have? – **Disclosed - We have 178.1 FTE (full time equivalent) currently, with a recruitment of a further 22 FTE staff in October 2024.**
- d. Do agents work from home? Or just your offices? – **Withheld.**
- e. Please confirm the manufacturer of your contact centre system(s) that are currently in place? – **Withheld.**
- f. When is your contract renewal date? – **Withheld.**
- g. Who maintains your contact centre system(s)? – **Withheld.**
- 2. CRM
- a. Do you use a CRM in the contact centre? What platform is used? – **Withheld.**
- b. Do you use the same CRM for the rest of the organisation? What platform is used? – **Withheld.**



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- c. Do you use a knowledge base / knowledge management platform? What platform is used? – **Withheld.**
- 3. AI & Automation
- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology? – **Withheld.**
- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use? – **Withheld.**

The above information has been withheld for the following reasons

In accordance with Section 17(1) of the Freedom of Information Act, this letter represents a refusal notice for this particular request.

The information can already be found within the public domain.

The following exemptions have been applied:

- Section 21(1) - Information reasonably accessible by other means.

Section 21 is an absolute, class-based exemption and as such there is no requirement to quantify the harm that may arise from the disclosure, nor is there a requirement to perform a Public Interest Test.

Advice and assistance

In order to comply with our obligations under Section 16 of the Act, the obligation to provide advice and assistance, please find below links to the information requested.

- [Published items - 15290 | Staffordshire Police](#)

Please take note that this information has been withheld because, aside from Question 1c, which has been disclosed, no information has changed. Likewise, certain contract renewals are past their end of life but are still supported. Staffordshire Police are in the process of these systems being replaced or upgraded to the most recent versions.

Next steps

You can ask us to review our response.

If you would like us to carry out a review of our response, please let us know within two months of the date of receipt of this email, review requests should be addressed to:

foi@staffordshire.police.uk

Or by Post to:

Central Disclosure Unit



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Staffordshire Police HQ
PO Box 3167
Stafford
ST16 9JZ

Please remember to quote the reference number in any future communications.

Freedom of Information
Central Disclosure Unit