

8 March 2023

Dear

**ATISN 17137**

Thank you for your request which I received on 8 February 2023.

The information requested against each of the questions that you submitted can be found at Annex 1 to this letter.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ

or e-mail: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

## Annex 1

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, we run several contact centres for various purposes: IT Service Desk, Corporate Shared Service Centre (HR/Payroll), Care Inspectorate Wales, Helo Blod translation services, Business Wales, WEFO, and Rural Payments Wales.**

- b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?

**Within normal office hours we employ our own staff. Outside these hours, some contact centres use outsourced out of hours services via Delta Wellbeing.**

- c. How many contact centre agents do you have?

**See numbers for each function below.**

Contact Centre	Agents
IT Service Desk	9
Care Inspectorate Wales	24
Helo Blod	4
Rural Payments Wales	16
WEFO	6
Business Wales	8
Corporate Shared Service Centre	17

- d. Do agents work from home? Or just your offices?

**Staff are hybrid working, from both home and offices.**

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

**Anywhere365 and AudioCodes Mediant Virtual Session Border Controllers**

- f. When is your contract renewal date?

**17 January 2024**

- g. Who maintains your contact centre system(s)?

**Nexus Open Systems Limited**

## 2. CRM

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

**Yes. The main platform is Dynamics CRM 2016, while the IT Service Desk uses Remedy Fusion and Business Wales uses a custom system built specifically for its purposes.**

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

**See a).**

- c. Do you use a knowledge base / knowledge management platform? What platform is used?

**Not generally, the IT Service Desk uses the tools within the Remedy platform.**

## 3. AI & Automation

- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?

**Not for central services. Some services delivered by Welsh Government may use this, but this information is not held centrally.**

- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

**Not for central services. Some services delivered by Welsh Government may use this, but this information is not held centrally.**