

Reference: 01821531

Information Requests
information.requests@ofcom.org.uk

11 June 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom's contact centre, CRM and use of AI.

We received this request on 16 May 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"1a. Does Ofcom manage your own agents, or do you outsource to a third party? If you outsource who to?"

b. How many contact centre agents do you have?"

c. Do Ofcom agents work from home? Or just your offices?"

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

e. When is your contract renewal date?"

f. 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 Ofcom have a customer or citizen facing chatbot? If so, who provides this chatbot technology?"

b. Does Ofcom utilise RPA technology? If so which RPA technology provider do you use?"

Our response

Please see the published response on our website [FOI: Ofcom's contact centre and telephony systems](#) which provides the information you have requested.

We hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).