



Making a positive difference
for energy consumers

Philip Mansfield
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Email: information.rights@ofgem.gov.uk

Date: 29 August 2022

Dear Philip,

Request reference number: FOI2022/01953

Thank you for your email of 16 August in which you requested information on Contact Centre, CRM and AI & Automation

We have considered your request under the Freedom of Information Act 2000 ("FOIA") and can disclose the following information to you:

Contact Centre

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

Yes

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

Yes

3. **How many contact centre agents do you have?**

Up to 70

4. **Do agents work from home? Or just your offices?**

Both

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

8x8 UK Limited

6. **When is your contract renewal date?**

The contact start date was 26 July 2021, the current expiry date is 25 July 2023 with an optional extension period of up to 3 x 12 Month periods at the discretion of the Buyer until 25 July 2025

7. Who maintains your contact centre system(s)?

The system is maintained in house by Ofgem

CRM

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

Yes (Cantata Vantage)

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

No, Ofgem do not have an Enterprise Customer Relationship Management Solution

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

No

AI & Automation

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

No

12. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?"

No

Your Rights

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. You must contact us for a review no later than 40 working days after the date of this letter. If you require an internal review, please contact us at information.rights@ofgem.gov.uk or by writing to us at 10 South Colonnade, Canary Wharf, London E14 4PU.

If you are not content with the outcome of the review, you have the right to apply directly to the Information Commissioner for a decision at:

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

<http://www.ico.org.uk/>

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

Yours sincerely,

Peter Emerson
Correspondence Manager