

Freedom of Information – Response – 26996

Dear Suffolk County Council,

1. Contact Centre

a. Do you have a customer/ citizen facing contact centre?

Yes, Suffolk County Council (SCC) runs two Contact Centres. one for Customer Services and one Adult & Children's Social care.

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

Employed direct

c. How many contact centre agents do you have?

31 current FTE (split across two sites)

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

Our agents are predominately office based, with home working on some occasions.

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

8X8 UK LTD

f. When is your contract renewal date?

Dec 2026

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

Internal Tech staff and supplier support.

2. CRM

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

No

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

No other CRMs are used by SCC.

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

Sharepoint

3. AI & Automation

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

Click4Assistence

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

SCC uses Blue Prism for RPA technology.