

Please ask for : Alethea Fuller
Telephone Number: 0121 626 6060
Our Reference: 2024-00327
wmpcc@westmidlands.police.uk



Date: 17/05/2024

Dear FOI Applicant,

Thank you for your freedom of information request received in this office on **24 April 2024** in which you asked:

- '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?'*

In response to your request, I can confirm that the Office of the Police and Crime Commissioner (OPCC holds the following information.

The OPCC does not have a contact centre. Our Business Support Team manage our phonenumber from 9-5 Monday-Friday and answer a range of calls from members of the public. The Business Support Team do this alongside their own workloads, either working from home or in the office. We do not hold any further information on this.

As the OPCC does not have a contract centre, we do not use a CRM and so do not hold the information you have requested.

The OPCC does not use any AI or automation in conversations with members of the public. All correspondence is carried out by phone, email, or written letter. Therefore, the OPCC holds no further information on this.

It may be the case that the information you seek is held by West Midlands Police.

In order to be of some assistance, please see the following contact details should you wish to submit your request to West Midlands Police.

Freedom on Information Unit

West Midlands Police
PO Box Box 52, Lloyd House
Colmore Circus Queensway
Birmingham
B4 6NQ
E-mail: foi@westmidlands.police.uk

Freedom of Information Right of Appeal

Any person who has requested information from the Office of the Police and Crime Commissioner (OPCC) and is unhappy with the way their request for information has been handled can request a review of their case.

A request for review must be made in writing by letter or email. You should include the reference number of your request if you have it, and outline why you are requesting the review to:

Office of the Police and Crime Commissioner
Lloyd House
Birmingham
B4 6NQ

Telephone: 0121 626 6060
Email: wmpcc@west-midlands.pnn.police.uk

All requests for review will be recorded. Receipt of a request for internal review will be acknowledged and the appellant informed of an estimated date for determining the outcome. The OPCC will attempt to respond to internal reviews as soon as practicable and in any case within two months.

All investigations will be undertaken by someone not involved in the original response.

The result of any internal review will be communicated to the appellant outlining the decisions taken.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

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

Telephone: 08456 30 60 60 or 01625 54 57 45
Website: www.ico.gov.uk

There is no charge for making a request for internal review or appeal to the Information Commissioner.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A Fuller', enclosed in a thin black rectangular border.

Alethea Fuller
Deputy Chief Executive