



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Maidstone
Kent
ME16 9PH

Sent via email

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Email: kmpt.infoaccess@nhs.net
Website: www.kmpt.nhs.uk

Dear [REDACTED],

Request for Information

I write further to your request FOI ID 47747 under the Freedom of Information Act 2000 regarding: -

Contact Centre, CRM, AI & Automation

Your request is set out below:

1. Contact Centre

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

Yes

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

The Trust employ their own staff to man the contact centre.

c. How many contact centre agents do you have?

The Trust have 40 agent licenses.

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

The staff who work within this contact centre work from a variety of locations including office and Home/Hybrid.

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

8x8

f. When is your contract renewal date?

May 2026

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

Internal - Digital Support Services

2. CRM

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

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

Yes, Ivanti Service Desk

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

Yes, Ivanti Service Desk

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

Yes, Wiki articles which are locally managed.

3. AI & Automation

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

Not currently

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

Not currently

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department