

Response date: 8 March 2023

You asked Money and Pensions Service the following

“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?”

Money and Pensions Service Response

1. In Guidance: We have two main contact centres one internally delivered and one outsourced

b. Both - we outsource to HGS for our Money Guidance service

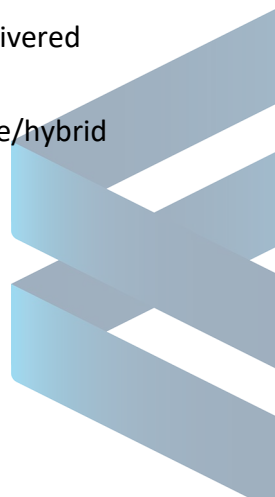
c. Our internally provided helpline service is supported by 167FTE staff Our externally delivered service via HGS varies in size throughout the year but typically employs around 45FTE

d. We have home based contracts for our helpline service Contracts with HGS are variable/hybrid

e. We are moving to Genysis

f. This is a brand new system - 3 years (tbc)

g. In house support and Littlefish our technology partner



2. CRM

- a. Microsoft Dynamics for some customer contacts
- b. Yes
- c. Not at present

3. AI & Automation

- a. Not at present
- b. Not at present