

Request

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Sent: 30 January 2023 11:27

To: RNN FOI <foi@rnngroup.co.uk>

Subject: Freedom of Information request - Contact Centre, CRM, and AI & Automation

Dear North Nottinghamshire College,

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?

Our Ref: FOIA211

Your Ref: [REDACTED]

Date: 31st January 2023

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST (FOI): Contact Centre, CRM and AI & Automation

Thank you for your request for information, which we received on 30th January 2023. We have handled your request under the Freedom of Information Act 2000 (FOIA).

Any correspondence regarding this should be addressed to FOI@rnngroup.ac.uk

Please note that we will be providing a response on behalf of the RNN Group as a whole, rather than any individual college or organisation within the Group.

The RNN Group main centres of operations are located at the following sites:

Site Name	Address
Rotherham College	Eastwood Lane, Rotherham. S65 1EG
North Nottinghamshire College	Carlton Road, Worksop. S81 7HP
Dinnington Campus	SITE NO LONGER IN OPERATION*
Dearne Valley College	Wath upon Dearne, Swinton. S63 7EW
University Centre Rotherham	Doncaster Gate, Rotherham. S65 1DJ
RNN Training	Carlton Road, Worksop. S81 7HP
Idle Valley Rural Centre	North Road, Retford. DN22 8SG
Construction Centre Rotherham	Rawmarsh Road, Rotherham. S60 1RU
Skills Centre Shireoaks	SITE NO LONGER IN OPERATION*
National Fluid Power Centre	Carlton Road, Worksop. S81 7HP
Create Skills Ltd	SUBSIDIARY COMPANY CEASED TRADING*
Charnwood Training	SUBSIDIARY COMPANY CEASED TRADING*
Aston Recruitment & Training	NO LONGER OWNED BY THE RNN GROUP*
Rotherham Education Services	Eastwood Lane, Rotherham. S65 1EG
Retford Post 16 Centre	Old Hall Drive, Retford. DN22 7EA
Nottinghamshire Children & Family Partnership	PARTNERSHIP HAS CEASED*

*Data from these sites have been re-located to other centres within the RNN Group, and if applicable, have formed part of the search for the information requested.



Below is the information you requested:

1. CONTACT CENTRE

a. Do you have a customer/ citizen facing contact centre? **NO**

2. CRM

a. Do you use a CRM in the contact centre? What platform is used? **N/A**

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

PROENGAGE

c. Do you use a knowledge base / knowledge management platform? What platform is used? **NO**

3. AI & AUTOMATION

a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology? **NO**

b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use? **NO**

Please note, whilst you have exercised your right to information under FOI, the RNN Group may not release some data it has on record. For example, if it contains personal details of individuals or if other exemptions apply, as detailed within the FOI legislation. See the Information Commissioners Office (ICO) website for further details as to what this means to you and the request you have made:

<https://ico.org.uk/for-organisations/guide-to-freedom-of-information/what-is-the-foi-act/>

In keeping with the spirit and effect of the FOIA, and in keeping with the RNN Group's transparency agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you may now be published on the Group's website at www.rnngroup.co.uk/IG together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

Attached is Appendix A, giving contact details should you be unhappy with the service you have received from the RNN Group in regards to this FOI request.

If you have any queries about this letter then please do not hesitate to contact us.

Yours sincerely

The RNN Group Information Governance Team

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Appendix A

If you are unhappy with the service you have received in relation to your request, you may make a complaint or appeal against our decision under chapter 36, part 1, section 17 (7) of the Freedom of Information Act or under chapter 12, part 6, section 165 of the Data Protection Act (Article 57(1)(f) and (2) and 77 of the General Data Protection Regulations), within 40 working days of the date of this letter.

A copy of our complaints process can be found on the RNN Group website by following the link below and selecting the Feedback and Complaints section:

<https://www.rnngroup.co.uk/IG>

If you are not content with the outcome of the internal review of your complaint, the DPA gives you the right to apply directly to the Information Commissioner for a decision.

Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted the RNN Group's own complaints procedure.

The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF