



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:03/05/2024

2024/452 - Contact Centre, CRM, and AI & Automation

In response to your recent request for information regarding;

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?

We do both. We have a recruitment team in HR but also outsource to Adecco.

c. How many contact centre agents do you have?

122

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

From our offices

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

Frequentis manufacture our telephony system and our computer aided dispatch is manufactured by Hexagon

f. When is your contract renewal date?

LifeX Frequentis - November 2025, ICAD Hexagon - June 2026

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

CGI

2. CRM

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

Yes. It is part of our computer aided dispatch system, manufactured by Hexagon. Known to us as CLI

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

No

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

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 02/05/2024