



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi.
We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Cais Rhyddid Gwybodaeth / Freedom of Information request **Ein Cyf / Our Ref: 22-H-023**

You asked:

- 1. Do you have a customer/ citizen facing contact centre? If not please skip these questions.**
Yes we have a user facing Contact Centres
- 2. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?**
We manage and employ our own agents
- 3. How many contact centre agents do you have?**
Over 600 approximately.
- 4. Do agents work from home? Or just your offices?**
Agents work from home and in the Office
- 5. Please confirm the manufacturer of your contact centre system(s) that are currently in place?**
Cisco
- 6. When is your contract renewal date?**
31/07/2024
- 7. Who maintains your contact centre system(s)?**
Administered internally, maintained by Cisco TAC.

CRM

- 8. Do you use a CRM in the contact centre? What platform is used?**
Yes - Redbox
- 9. Do you use the same CRM for the rest of the organisation? What platform is used?**
Yes - Redbox



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

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

We use an internal SharePoint site as a knowledge base.

AI & Automation

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

No

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

No

