

FOI number: **HBC\_FOI\_20200361**  
Date FOI Received: **17/06/2020**  
Department: **Customer Services**  
Title: **Chatbots and Customer Services**  
Description: **Chatbot functionality and virtual appointments**

**Request: (As Redacted sent by requestor)**

### **Chatbots**

- Do you have any plans to deliver Citizen facing AI chatbot functionality?  
If so, when would you want this to be available?  
Who is the head of Customer Services or Citizen engagement or equivalent and what is their email address?  
Who is the CIO or Head of IT and what is their email address?
- Do you have any plans to deliver Employee facing AI chatbot functionality?  
If so, when would you want this to be available?  
Who would be responsible for that and what is their email address

### **Virtual Appointments**

- Are you planning on Standardising virtual appointments for all departments, e.g. housing, planning etc?  
If so, when would you want this to be available?  
Who would be responsible for that and what is their email address?

**Response: (Response as Redacted sent by service)**

### **Chatbots**

- Do you have any plans to deliver Citizen facing AI chatbot functionality?
  - NoWho is the head of Customer Services or Citizen engagement or equivalent and what is their email address?
  - Lee Gallagher, Customer Services and Digital Transformation Manager  
[lee.gallagher@hertsmere.gov.uk](mailto:lee.gallagher@hertsmere.gov.uk)Who is the CIO or Head of IT and what is their email address?
  - John Robinson, Information & Digital Services Manager  
[John.robinson@hertsmere.gov.uk](mailto:John.robinson@hertsmere.gov.uk)
- Do you have any plans to deliver Employee facing AI chatbot functionality?
  - NoWho would be responsible for that and what is their email address?
  - Judith Fear, Head of HR & Customer Services  
[Judith.fear@hertsmere.gov.uk](mailto:Judith.fear@hertsmere.gov.uk)

### Virtual Appointments

- Are you planning on Standardising virtual appointments for all departments, e.g. housing, planning etc?

- No

Who would be responsible for that and what is their email address?

- Lee Gallagher, Customer Services and Digital Transformation Manager  
[lee.gallagher@hertsmere.gov.uk](mailto:lee.gallagher@hertsmere.gov.uk)

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Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700 Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services