

Information Governance Team

Postal Address:
Coventry City Council
PO BOX 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone : 024 7697 5408

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Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ07197**

Thank you for your request for information relating to public and employee AI chatbot functionality.

You have requested the following information:

1. Do you have any plans to deliver citizen facing AI chatbot functionality?

Citizen facing AI chatbots is something that the Council would like to develop in the future.

a. If so, when would you want this to be available?

At present there is no timeframe for this.

2. Who is the head of Customer Services or Citizen engagement or equivalent?

Adrienne Bellingeri, Head of Customer & Business Services.

3. Who is the CIO or Head of IT?

Paul Ward, Head of ICT & Digital.

4. Do you have any plans to deliver Employee facing AI chatbot functionality?

We have already implemented an employee facing AI chatbot functionality.

a. If so, when would you want this to be available? Who would be responsible for that?

Not applicable, please refer to Question 4.

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

The requirements for virtual appointments are driven by the needs and decisions of each service area. ICT do have access to appointment booking system that can be used for this purpose.

a. If so, when would you want this to be available? Who would be responsible for that?

Not applicable, please refer to Question 5.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance