



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

02 November 2021

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI374689428

Thank you for your request for information relating to Council App/Chatbot.

You have requested the following information:

Information request 1:

a. Do you have an app?

No

b. When was it launched?

c. How many people have downloaded the app since its launch?

d. How many reports have come through the app since its launch?

For Questions 1b to 1d, these are not applicable. Please refer to Question 1a.

Information request 2:

a. Do you have a Chatbot?

Yes

b. Is it internal for staff or external for customers?

Internal Only

c. Which supplier did you go with or was it built in-house?

Built in house.

d. When was it released to the public?

Not applicable, please refer to Question 2b.

e. How many conversations have taken place since launch?

We can confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. We are currently not monitoring volumes of conversations.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance