

Summary Details

Reference	16 E
Proposal	Chat Bot solution
Theme	Stronger Communities
Executive Team	Customer
Service Team	Customer Services
Proposal Description	<p>Artificial intelligence call intervention to assist in first point call resolution, saving operator time</p> <p>Further intervention is achieved through email (via standard response and deflection to correct organisation) and social media channels.</p>
Outcome Description	24/7 365 days a year call and e-mail resolution. Reduces call demands within the customer service team which enables efficiencies to be made.
Delivered From	2020/21
How Measured	Implementation of system and resultant assessment of call and e-mail deflection rate determining resource savings.
Dependency Other Projects	
General / Housing / Mix / CSB / DDF	CSB

Revenue Implications

Cost / Income Item	2019/20 £	2020/21 £	2021/22 £	Recurrent	Notes
Implementation	25,000	0	0	Non-recurrent	One off-cost for the system implementation. A proof of concept model has been agreed focussing on waste and recycling which as attracted a lower price if the order is placed by the end of November 2019.
Licence fee	£2,000	£12,000	£12,000	Recurrent	Licence fee is £1,000 per month. Estimated recurrent annual saving from 2021/22 of £50,000 .

Development Proposal 2020/21

Total		£48,000	£18,000		

Capital

Capital / Asset Sale Item	2020/21 £	2021/22 £		Notes
Total				

Capital Implications on Revenue

Capital / Asset Sale Item	2020/21 £	2021/22 £		Notes
Total				

Decision Summary

Pre-meet 03/10/19	Passed, more detail required
Cabinet 31/10/19	
Cabinet 05/12/19	