

Request 7362 – Technology, digital platform

(SCDC) Organisations Digital Platform

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

Do you have any plans to deliver Citizen facing AI chatbot functionality? Yes, If so, when would you want this to be available? No date agreed as yet Who is the head of Customer Services or Citizen engagement or equivalent and what is their email address? Jeff Membery jeff.membery@scambs.gov.uk Who is the CIO or Head of IT and what is their email address? ICT is currently a Shared Service – the details and contacts can be found [on Huntingdonshire District Council, senior leadership team](#)

- Do you have any plans to deliver Employee facing AI chatbot functionality? No, not being considered at this time

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? No not being considered at this time