

Reference: IR766

Date issued: AI & Digital Transformation

AI & Digital Transformation

I am writing in response to your request for information dated 22 December 2020.

For ease of reference, I have reproduced your questions below and set out our corresponding responses:

AI & Digital Transformation

- 1. Do you currently have any AI enabled chatbots engaging with Citizens directly? If not, do you intend to introduce this in the next 12 months?**

If you are looking to introduce AI enabled chatbots in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address)

No

No

n/a

- 2. Do you currently have a live webchat to engage with Citizens live on your website? If not, do you intend to introduce this in the next 12 months?**

If you are looking to introduce live Webchat in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address)

No

No

n/a

I have considered your request in accordance with the procedures set out on the Audit Wales website at: <http://www.audit.wales/openness-and-transparency/information-policy> and have found that we do not hold information matching the description of any of the queries in your request.

If you have any queries about my handling of your request, please do not hesitate to contact me.

Yours sincerely,

Information Officer