



Freedom of Information Act Request

Ref: FOI 20-21 22

Date issued: 11 January 2021

Subject: AI and digital transformation

Question(s):

I would like to find out more about your organisation's adoption of AI and Digital Transformation. Please see below a list of questions that hopefully you can help me with under the FOI ACT.

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)
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)

Response:

1. The GLAA does not have any AI enabled chatbots and we do not intend to introduce any within the next 12 months.
2. The GLAA does not have a live webchat function and we do not intend to introduce this within the next 12 months.