



[REDACTED]

17 April 2024

Dear [REDACTED],

Freedom of Information request: FOI2024/00274

Thank you for your Freedom of Information request received on the 27 March in which you requested the following:

Your request:

Dear Science and Technology Facilities Council,

The information that we require, under the Freedom of Information Act, is as follows:

- 1) *Do you use a tool for live chat/ web chat?*
- 2) *If so, which supplier do you use for this tool?*
- 3) *How much do you spend annually on a live chat/ web chat tool?*
- 4) *Which month & year does your contract with your supplier end?*
- 5) *Who is the budget holder for this contract?*

Live chat is a tool that connects customers with actual, human support representatives. This allows your users to resolve issues in real time. Using live chat, customers can get answers quickly. They'll spend less time waiting to find a solution or sifting through a knowledge base on your website.

Our response:

I can confirm that UK Research and Innovation (UKRI) do not hold any information relevant to your request.

STFC do not have a dedicated external facing live chat/web chat system. Therefore, the remainder of your questions are not applicable.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact within the next 40 working days:

Head of Information Governance

Email: foi@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: www.ico.org.uk.

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,

[Redacted Signature]

Information Governance
Information Rights Team
UK Research and Innovation
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