

60760 Council Use of Clearspeed

Does the council use Clearspeed (or similar AI voice technology from another firm) and for what purpose?

For reference, this is the Clearspeed website - <https://www.clearspeed.com/>

No.

If the council does not use Clearspeed, but does use a similar system, please name the other technology used and list the purposes.

When did it start being used for those purposes?

Not applicable.

Is Clearspeed or similar technology being used by your insurers or by the council in relation to people claiming for compensation for pothole damage?

(For background, it has been used by at least one Scottish council or its insurer for the purpose of verifying such claims, by means of an automated phonecall.)

No.

If it has been used in relation to verifying pothole compensation claims, in how many cases has it been used to date for this purpose, and when did it start being used for this?

Not applicable.