

From: [Freedom Of Information](#)
To: [REDACTED]
Subject: RE: [OFFICIAL] - FW: Freedom of Information request - CRM and AI & Automation use
Date: 15 September 2022 16:33:46

Dear [REDACTED]

Please find below the response below to your request, FOI-346:

1. CRM
 - a. Do you use a CRM in the contact centre? What platform is used?
No. We do not have a contact centre.
 - b. Do you use the same CRM for the rest of the organisation? What platform is used?
We have built a bespoke system (Forward Planner, which is built in FileMaker Pro) to help us co-ordinate meetings events and contacts with external parties but it would not be described as a CRM. We don't need one as we don't handle sales or monitor pipelines as part of our business.
 - c. Do you use a knowledge base / knowledge management platform? What platform is used?
We do not use a specific KM platform. We manage our knowledge through use of MS Office 365 tools including SharePoint.

2. AI & Automation

- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology? **No**
- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use? **No**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your request and should be addressed via email to: foi@ukad.org.uk. Please remember to quote the reference number above in any further communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Kind regards
UKAD

From: [REDACTED]
Sent: Wednesday, August 10, 2022 2:15:41 PM (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: UK Anti-Doping
Subject: Freedom of Information request - CRM and AI & Automation use

Dear UK Anti Doping,

1. CRM
 - a. Do you use a CRM in the contact centre? What platform is used?
 - b. Do you use the same CRM for the rest of the organisation? What platform is used?
 - c. Do you use a knowledge base / knowledge management platform? What platform is used?
2. AI & Automation

- a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?
- b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?

Yours faithfully,

[REDACTED]

Please use this email address for all replies to this request:

[REDACTED]

Is ukad@ukad.org.uk the wrong address for Freedom of Information requests to UK Anti Doping? If so, please contact us using this form:

https://www.whatdotheyknow.com/change_request/new?body=uk_anti_doping

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<https://www.whatdotheyknow.com/help/officers>

For more detailed guidance on safely disclosing information, read the latest advice from the ICO:

<https://www.whatdotheyknow.com/help/ico-guidance-for-authorities>

<https://www.whatdotheyknow.com/help/ico-anonymisation-code>

Please note that in some cases publication of requests and responses will be delayed.

If you find this service useful as an FOI officer, please ask your web manager to link to us from your organisation's FOI page.

UK Anti-Doping Security Marking: OFFICIAL

IMPORTANT NOTICE:

This communication and any attachments contain information which is confidential and may also be subject to professional privilege.

It is for the exclusive use of the sender(s) and recipient(s) who are reminded that the information contained in this communication and any attachments may be subject to public disclosure under the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004.

If you are not the intended recipient(s) please note that any form of distribution, copying, printing or use of this communication or the information in it is strictly prohibited and may be unlawful.

If you have received this communication in error please return it to the sender.

We would also be grateful if you would also copy the communication to ITHelpdesk@ukad.org.uk, then delete the email and any copies of it.

This communication is from United Kingdom Anti-Doping, located at SportPark, 3 Oakwood Drive, Loughborough, LE11 3QF

UKAD: OFFICIAL

IMPORTANT NOTICE:

This communication and any attachments contain information which is confidential and may also be subject to professional privilege.

It is for the exclusive use of the sender(s) and recipient(s) who are reminded that the information contained in this communication and any attachments may be subject to public disclosure under the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004.

If you are not the intended recipient(s) please note that any form of distribution, copying, printing or use of this communication or the information in it is strictly prohibited and may be unlawful.

If you have received this communication in error please return it to the sender.

We would also be grateful if you would also copy the communication to ITHelpdesk@ukad.org.uk, then delete the email and any copies of it.

This communication is from United Kingdom Anti-Doping, located at SportPark, 3 Oakwood Drive, Loughborough, LE11 3QF