

INDUSTRY COMMUNIQUÉ

06 October 2022

SACAA LAUNCHES A SERIES OF CLIENT CARE SOLUTIONS – A CLIENT CONTACT CENTRE AND A REVAMPED WEBSITE WITH AN E-SERVICES PORTAL!!!

Are you ready for an improved client experience?

During the 2021/22 financial year, the SACAA enlisted the services of an independent service provider to conduct a customer satisfaction survey with a wide range of our clients. The participation and feedback were overwhelming, and we want to take this opportunity to thank each and every one of our stakeholders who participated in the survey. Your feedback was instrumental to us improving our systems and services to ensure a seamless service to you, our client. This added value to an automation journey we started almost four years ago.

Following this unequivocal feedback and the need expressed by our clients to improve our systems, communication tools and the turnaround times of services, I officially declared 2022/23 the “Year of the Client”. As a result, the SACAA undertook various projects with the aim of improving the experience of clients whenever they interact or transact with us.

I am therefore excited to announce a series of solutions aimed at improving the way you do business with us.

On Tuesday, 01 November 2022, the SACAA's new revamped Website, new Client Contact Centre and the new the web-based e-Services solution for the renewal of applications for operators, will go live!

What you can look forward to, in relation to all the new solutions we are launching in the next month...

Benefits of the new Client Contact Centre

The world-class Client Contact Centre will be a single primary point of contact for our clients who require information or services. The Contact Centre will focus on inbound calls and written enquiries received through a multi-channel platform. Most telephonic enquiries will be resolved with a single call, whilst all written enquiries will be managed through one platform, regardless of whether the communication is done via email, the website, text or through the SACAA's social media channels. All enquiries as well as complaints will be tracked, to ensure a quick resolution and speedy turnaround times.

The Contact Centre will provide support for the following services:

- Flight crew licences,
- Examinations,
- Maintenance personnel enquiries,
- Aircraft registration,
- Reporting,
- Web-interface services and e-Services portal,
- Password reset and basic online queries,
- Other General Service Support.

The **new Client Contact Centre shared call number is 0860 267435** and will be available from 07:00 to 17:00 on weekdays or by email at clientcare@caa.co.za.

Website

The overall information architecture of the SACAA website has been improved. The revamped website will provide easy navigation for requisite information, with links to important websites, while visual enhancements will facilitate the website experience for clients. Searchability has been enhanced by the inclusion of a functioning search engine, while information used by aviators or prospective aviation personnel has been structured in such a way that the information is easy to find, having been grouped in a more client-friendly way. Not only will these newly designed categories improve navigation, new features include the verification of accredited aviation personnel, such as the ability to verify if an Aviation Training Organisation (ATO) and/or a Designated Flight Examiner (DFE) is licensed by the SACAA, and for which services. Similarly, there is easy access to recently concluded accident reports, while older accident reports are available as archived reports. Furthermore, anyone who is considering a career at the SACAA can learn more from the 'Careers at the SACAA' page.

E-Services:

The new eService portal, which can be accessed through the website, will save clients time and money, while the ease of navigation will make the process a pleasure instead of a stressful experience. Increased operational efficiency will result in a faster turnaround time for all approvals, as memos and forms will be accessible 24/7 from anywhere. There' will be a faster retrieval time for records, and an improved response time to customer queries. A high level of user collaboration capabilities such as document-sharing, version control and role-based permissions management, will translate into a hassle-free, efficient system.

Clients will have a single view of their applications on dashboards, regardless of which division is handling their various applications within the SACAA. Furthermore, they will be able to pay online and to track the progress of their online applications. The applications are subjected to the Service Level Agreements (SLAs) agreed with industry and will escalate automatically if they are unattended. This system will be a joy to work with, and render faster, better service to our clients.

The e-Services will be introduced in phases, with the first phase being renewal applications for organisations. The 2nd phase will be the verification of the validity of certificates (ATOs/DFEs), which will be followed by the applications for the renewal of personnel licences and eventually the issuance of online operator certificates. The dates of implementation will be communicated in due course.

Our Commitment to excellent client service is the promise we give to you! These improvements in our processes and systems comprise just the first step towards us going completely paperless and automating our full value chain. We look forward to this journey with you, while we remain committed to greater client service, every step of the way.

For more information, visit www.caa.co.za.

Regards,

Signed electronically

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Ms Poppy Khoza

Director of Civil Aviation