

[REDACTED]

Date: 22 August 2022  
Reference: F0005824

Dear [REDACTED]

Thank you for your request of 16 August 2022, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

1. *Contact Centre – target to organisations we know have a CC*
  - a. *Do you have a customer/ citizen facing contact centre? If not please skip these questions.*
  - b. *Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?*
  - c. *How many contact centre agents do you have?*
  - d. *Do agents work from home? Or just your offices?*
  - e. *Please confirm the manufacturer of your contact centre system(s) that are currently in place?*
  - f. *When is your contract renewal date?*
  - g. *Who maintains your contact centre system(s)?*
2. *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?*
3. *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?*

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm that the CAA holds information relevant to your request. If I may I shall address each of your points in turn:

**1. Contact Centre – target to organisations we know have a CC**

a. *Do you have a customer/ citizen facing contact centre? If not please skip these questions.*

The CAA does maintain a Shared Services Centre.

b. *Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?*

The CAA employs and manages our own agents.

c. *How many contact centre agents do you have?*

The CAA currently has a team of 7.

d. *Do agents work from home? Or just your offices?*

The CAA currently employs a Hybrid pattern of both

e. *Please confirm the manufacturer of your contact centre system(s) that are currently in place?*

The CAA's contact centre system is manufactured by Cirrus

f. *When is your contract renewal date?*

Quarter Three 2023 of a calendar year

g. *Who maintains your contact centre system(s)?*

Cirrus provide 2<sup>nd</sup> line support in business hours. Any configuration changes are either made by inhouse by CAA staff or made by Cirrus on a time and material basis.

**2. CRM**

a. *Do you use a CRM in the contact centre? What platform is used?* The CAA uses Microsoft Dynamics 365

b. *Do you use the same CRM for the rest of the organisation? What platform is used?*

The same platform is used for the rest of the organisation

c. *Do you use a knowledge base / knowledge management platform? What platform is used?*

The CAA does not currently use a knowledge base / knowledge management platform?

### **3.AI & Automation**

*a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?*

The CAA does not use chatbots.

*b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?*

Currently the CAA employs very limited usage of Microsoft Power Automate.

It should be noted that the above information relates to our dedicated Contact Centre. It could be argued that almost all CAA staff have some element of forward facing role.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

FOI.Requests@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set out in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely

Freedom of Information Team  
Information Rights Specialist

### **CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original

case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;

- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.