

_experience the commitment



OCAS - Operator Call Analysis System

CGI's Operator Services

Founded in 1976, CGI is one of the largest independent IT and business process services companies in the world. Through our focused industry expertise and end-to-end services—including systems integration, strategic consulting, business solutions and the full management of IT and business functions—CGI helps clients lower costs, improve efficiencies and enhance productivity.

CGI's Operator Services practice provides solutions to telecommunications companies seeking to contain costs or to implement new revenue opportunities. Providing a full range of products and services to clients within the United States, Canada, Europe and Australia, CGI combines deep telecommunications expertise with extensive operator services systems and operations knowledge to deliver the flexibility, depth and know-how needed to solve business problems in the most cost-effective manner possible.

Enabling smart call management

Advances in technology and changes in customer habits have caused the telecommunications industry to place greater focus on managing costs and enhancing the prediction of revenues.

Through CGI's OCAS (Operator Call Analysis System) solution, telecommunications firms can determine call volumes for wholesale, retail and coin traffic so that billing and revenue forecasts become more accurate and complete. The solution also helps managers conduct operator fraud initiatives and produce costs per call for corporate productivity reports.

Features and benefits

OCAS is an Oracle database system containing call counts and average work time (AWT) for all types of traffic operator position system (TOPS) calls. OCAS derives its information from automated message accounting (AMA) data, which gives details on the type of calls, such as coin, hotel or regular phone; types of billing, such as collect, third party and credit card; and handling method, such as operator assisted and automated.

OCAS is a user-friendly web-based system that is available in French and English. From the OCAS main menu the following options are available:

Call information query

This option permits access to 40 days worth of call detail information through online or batch processing (midday, night). All searches are based on the billing AMA record using Expanded Telcordia AMA Format (EBAF) module codes.

HELP

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Call Information Query: Results

Summary

Req #	20060327660	Req date	2006-03-27	Result type	Stats
Req type	General	Date from/to	2006-03-08 2006-03-08	Time from/to	00:00 24:00
Description	OPR.391				

Criteria

FIELD	OPER	VALUE	OR/AND
1st opr no(4D)	EQ	0391	

GRAND TOTAL	AUTO CALLS	OPR CALLS	CST
253	0	253	45.9

Enabling smart call management

Daily call stats query

This feature permits the online viewing of 40 days worth of daily call statistics by call type.

Daily Query - Cumulative Result			
Summary - Toll			
Date	2006-03-01	Host System Name :	System Name :
From/To :	2006-03-01	Ctg NPA :	Destination :
Office Name :		Subbilling :	Automation :
Billing :		Subphone site :	Origination class :
Phone site :		Equipment :	Additional serv :
Completion :		Miscellaneous Action :	Special serv :
Operator action :		Orig country code :	Sort Type :
Route code :			None
DATE YYYY-MM-DD	AUTO COUNT PS	OPR COUNT PS	AVG CST
2006-03-01	9,599	2,671	48.2

Monthly reports query

This option permits the online viewing of reports for 24 monthly call statistics. More than 60 reports are offered, and additional formats can be readily developed. Reports typically show statistical averages per day, month and so on, and can be region-based, system-based, office-based or NPA-based. A sampling of reports that are available for budget studies and other management purposes includes:

- Coin o+ local calls
- Automated billing system (ABS) summary calls
- Canada direct by country code
- Directory assistance calls by NPA/NXX

System maintenance query

This feature permits authorized personnel to add, modify, copy or delete reference tables.

Technical highlights

- Server: SUN, IBM
- Operating System: UNIX, MVS, Windows 2000 Server
- Relational database technology: Oracle
- Web-based technology

Delivering business value

OCAS empowers your operator services to do more by giving them the tools to quickly and easily access toll and directory assistance data. OCAS analyzes all calls passing by a DMS switch and produces AWT and counts, which are used to measure efficiency. OCAS has been used successfully within Bell Canada to measure the impact on revenues for both existing and new services, and to increase the accessibility of data for ad hoc queries from various business groups.

Easily adapted to your specific files and needs, the system brings comprehensive, accurate information to employees' fingertips and makes management better equipped to study budget trends and to manage change.

For more information, contact Richard Thornton, Managing Consultant of Operator Services, at 514-335-7819 or richard.thornton@cgi.com.

Business solutions through information technology™



ISO 9001 Certified

For more information: www.cgi.com