

_experience the commitment



Reference 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 operators to find facts fast

Telecommunications firms must continuously update and maintain records to accurately answer subscriber requests. CGI's Reference System (Reference) substantially increases the value and efficiency of a typical operator services center by providing instant access to service-related information that subscribers often request.

Unlike other systems that require a dedicated workstation, Reference's database can be accessed from the operator's MPX-IWS, TOPS MPX or MP primary workstation either through the standard X.25 protocol or IP (for the recent voice over IP version of the IWS position). The database also can be accessed by non-operator users through a browser over the network. The application is fully compliant with the VoltDelta OIA protocol.

A highly flexible database platform, Reference can be configured with modules to fit the requirements of nearly any local services market. The system allows operators to access operating company numbers, such as business office, repair and customer service.

For additional benefits, Reference can be integrated with CGI's External Rating System to provide real-time rating through the SS7 network and with the Time and Charge Delivery System.

Features and benefits

Reference includes numerous features, including rate, route, time and emergency information; local service providers; broadcast messages; manual billing tickets; job aids; online text help; and operator and system statistics. Benefits of the system include:

Easy to find information

The operator can quickly find the answer to a caller's question by accessing the Reference database.

Route - International - 1/3

Keyed : 420.PRAGUE	Cntry : CZECH REPUBLIC
# Rte : 420 + 2 + NO	City : PRAGUE (PRAHA),PRAHA
Inw : 420 + 121	(10TC)
DA : 420 + 11+49	
Time : 05:19 P	Difference : +6:00

Rates Job Aid Time Svc Prov Prev Menu Help Main Menu Quit

Enabling operators to find facts fast

Statistics reports

Reference offers statistics reports that measure operator work time and system performance, while providing for better resource management and accurate system evaluation. The following statistics are available in half hour or daily periods:

- Total number of queries
- Number of completed queries
- Average processing time per query
- Average operator keying time
- Average system response time
- Average user response time

System robustness

Reference uses a fully redundant IBM-AIX platform eliminating all single point of failures to meet high availability requirements. The database administration and update provides up-to-date rate and route information to the Oracle relational databases.

Rate list - International - 1/2			
COUNTRY	:	CZECH REPUBLIC	
CARRIER	:	998084	
CLASS	:	D	
TRANSACTION FEES			
CLG CARD	:	\$ 1.75	SPD : \$ 0.00
COLLECT	:	\$ 8.50	THIRD : \$ 6.50
CREDIT	:	\$ 2.00	CALL-ME : \$ 0.00
PERIOD	60 INIT	60 ADDL	
FROM/TO			
SUN - SAT	\$2.28	\$2.28	
10:00A 06:00P			
SUN - SAT	\$1.71	\$1.71	
06:00P 10:00A			

Delivering business value

Reference provides quick access to routes, rates and a wide range of topics to quickly and accurately answer a caller's question, and shares operator services resources—a cost effective strategy. Additional benefits include:

- Eliminates costly paper processes and manual tickets
- Enables multi-leaf systems
- Reduces operator work times
- Lowers update and maintenance costs
- Features customizable administrative reporting
- Provides for consistent level of customer service
- Enables synergy with Nortel integrated end-to-end solutions
- Complies with regulatory issues stipulated in the Telecom Act of 1996
- Features multi-lingual displays

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