

Utilities ARM Appointment Maker

APPOINTMENT MAKER ENHANCES CUSTOMER SATISFACTION WITH VISIBLE WORKFORCE AVAILABILITY.

THE CHALLENGE

Accommodating customer needs while managing workforce demands.

OUR ANSWER

Part of CGI's industry leading Asset & Resource Management (ARM) Suite, Appointment Maker provides customer-facing representatives with a real-time picture of existing demand and availability of resources when choosing appointments for customers.

Customer representatives can search date ranges and configured time frames to identify available appointment slots and their associated cost. This improves customer satisfaction without over-committing field resources.

Appointment search parameters are configured by work type to ensure that appointment date ranges and availability meet business requirements.

CGI can implement Appointment Maker in a variety of ways:

- Direct integration between CGI's ARM Suite and the Appointment Maker User Interface
- Appointment Maker User Interface embedded into existing internal/external web tools
- Appointment Maker Process linked to client-developed internet and intranet sites

Improve your appointment-making confidence with a true picture of availability and required resource skills in specific geographical and organizational areas. Control cost, enhance customer service. Choose CGI's Appointment Maker.

ABOUT CGI

With 69,000 professionals operating in 400 offices in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results.



KEY BENEFITS

- Scheduling tool independence
- Real time resource visibility at the point of commitment
- Known cost of commitment
- Ability to influence availability based on planned capacity
- Out-of-the-box integration with the ARM Suite
- Easy integration with legacy systems.

For more information about CGI, visit www.cgi.com or email us at info@cgi.com.