

\_experience the commitment



## Time and Charge Delivery 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.

### Delivering the efficiency of a centralized quoting service

Telecommunications firms are continuously challenged to provide high-quality subscriber services while increasing productivity and effectively managing resources. With CGI's Time and Charge Delivery System (TCDS), companies can substantially increase the value and efficiency of typical operator services by centralizing the quoting of time and charge requests.

TCDS is a centralized database that manages time and charge requests—and also provides hotel quotes to the front desk—from a variety of subscribers whose needs may vary. These requests are received directly from the DMS switch through either TCP/IP or RS232 to the TCDS database. Quotes are available through voice, fax, mail and dialed hotel services.

### Features and benefits

Unlike other systems requiring a dedicated workstation, the TCDS database is accessed from the operator's TOPS MPX-IWS in a user-friendly format.

| Voice Quote    |                      |                     |                                    |
|----------------|----------------------|---------------------|------------------------------------|
| 780-424-7231   |                      | HOTEL THE NAVIGATOR |                                    |
| 20060123 15:11 |                      |                     |                                    |
| Action :       | QUOTE                | Special Handling    | OPERATOR - Please Quote the CALLED |
| #Calls:        | 1                    | Customer Type:      | VQ                                 |
| Room#          | 10908                | Clg #               | 242-221-7703                       |
| Cust Name      |                      | Ref #               | 242                                |
| Cld #          | 242-397-3781         | Call Time           | 08:04                              |
| Charges        | 2.61                 | Cyclic #            | 19                                 |
| Tax            | 0.34                 | Call Date           |                                    |
| Minutes        | 2                    | Sys Ser#            | 12                                 |
|                |                      | Credit Adj          |                                    |
|                |                      | TOPS Opr            | 2921                               |
|                |                      | Orig Sw             | MAIN SWITCH                        |
|                |                      | TCDS Opr            | 0500                               |
|                |                      | Term Sw             | RETAIL                             |
|                |                      | Language            | E                                  |
| Company        | 060119 ABC TELEPHONE |                     |                                    |
| Quote CD       | <                    | BY Count            |                                    |
| Bill CD        | ASD                  | DA Count            |                                    |
| Initials       |                      | CB Count            |                                    |
|                |                      | Float Count         |                                    |
|                |                      | Time In             | 060123 15:11                       |
|                |                      | First Up            | 060123 15:13                       |
|                |                      | Quote Time          |                                    |
|                |                      | Delay               | 00:01                              |
| Quoted         | Count                | Speed Call          | No Quote                           |
| Adjust         | Prev Call            | Next Call           | Exit                               |

## Delivering the efficiency of a centralized quoting service

Additional features and benefits of the TCDS solution include:

- Manages time and charge quotes for subscribers who have or require a voice quote service and also handles requests originating from casual users
- Permits operators to queue calls to handle future quotations as well as to perform online adjustments
- Prints and disseminates time and charge details to customers who subscribe to the mail quote service
- Dispatches time and charge details to those customers who request details through the fax quote service
- Receives inquiries and claims submitted by subscribers and gathers information to sustain the claim and to adjust the charge
- Enables operators to monitor and to report any messages that appear on screen or come from printers pertaining to the system's services

TCDS also offers statistics reports to measure operator work time and system performance, while providing better resource management and an accurate system evaluation. Statistics are available in half hour or daily periods.

Using a fully redundant IBM-AIX platform, TCDS eliminates all single point of failures to meet high availability requirements. The database administration and update provides up-to-date customer profiles to Oracle relational databases.

## Delivering business value

TCDS provides a centralized quoting service for time and charge and hotel calls. The solution is designed for the TOPS network and uses the operator MPX-IWS position. There is no need for dedicated operators.

A highly flexible database platform, TCDS can be configured with modules to fit the requirements of nearly any local services market. In addition, for those seeking a cost-effective strategy, TCDS can share the same platform as CGI's Reference System.

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

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