

_experience the commitment

WorkPro



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.

Compiling information for effective decision making

Key to the effective management of an operator services department is its data. It powers the services provided and enables informed decision making. To help telecommunications companies get the most out of their data, CGI offers WorkPro, a management information system (MIS) that continuously collects and compiles real-time call queue and operator information.

WorkPro transforms data provided by Nortel's Queue Management System (QMS) into meaningful indicators, which are readily usable in the form of statistics and reports. The solution monitors and reports on call queues, offices, operators, profiles and positions to drive effective decision-making at all levels of a complex queuing environment.

Features and benefits

WorkPro provides for user-defined alarms to enable quick response to trouble indicators on services and call queues. Its user-friendly Windows-based system ensures that even a novice user can quickly master this powerful system.

Call centre management can easily monitor call queues, offices, agent profiles, positions and operators by viewing graphical displays of their current status.

CALL QUEUE	QSIZE	PWT	LCW	%DEFL	DEFL	%ABAN	ABAN	PS	QCQ	CST	D CST	ANS	S ANS	D ANS
CQ39 - BRS ONT DATA								15		388.8	366.9		14.9	14.9
CQ41 - WOS 0-(BELLW														
CQ42 - WOS 411 BM								137		24.3	23.4	1.1	1.1	1.1
CQ44 - WOS_411_SHA								31		27.0	32.5	1.2	1.1	1.1
CQ46 - WOS411NEXXIA														
CQ47 - WOS_411_VIRG								2		28.0	23.3		1.0	1.0

Buttons: Quit, Sort By, Modify Alarms, Add CQ, Help

Here are the types of information readily available to managers:

Statistics on queues

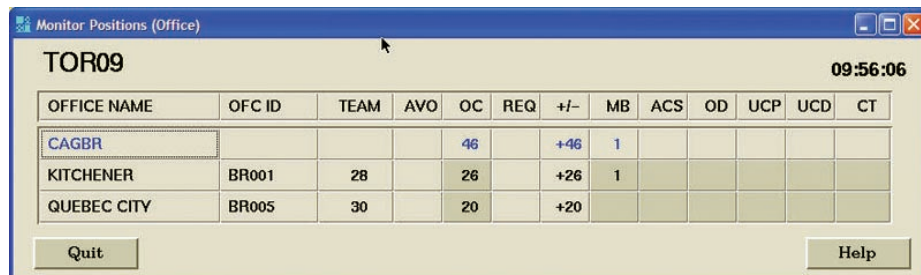
- Call queue size (QSIZE)
- Longest call waiting (LCW)
- Calls deflected (DEFL)
- Calls abandoned (ABAN)
- Predicted wait time (PWT)
- Calls deflected (DEFL)
- Position seizure (PS)

Compiling information for effective decision making

- Customer service time (CST)
- Calls queued with no operator available (QCQ)
- Average speed of answer (ANS)

Statistics on offices/profiles/operators

- Calls answered (CA)
- Customer service time (CST)
- Percent occupancy (%OCC)



OFFICE NAME	OFC ID	TEAM	AVO	OC	REQ	+/-	MB	ACS	OD	UCP	UCD	CT
CAGBR				46		+46	1					
KITCHENER	BR001	28		26		+26	1					
QUEBEC CITY	BR005	30		20		+20						

Operator position states

- Make busy (MB)
- Occupied (OC)
- Unoccupied call at position (UCP)
- Control traffic (CT)
- Access with no call (ACS)
- Out of order (OD)
- Unoccupied call disconnected (UCD)

WorkPro offers a variety of flexible reports, which can be set to print periodically without user intervention. Reports on the following call centre components are available in many combinations, such as:

- Switch
- Call queue
- Agent profile
- Office
- Call class
- Operator

Delivering business value

With CGI's WorkPro solution, operator services managers have the information they need to make quick and effective decisions. Benefits of the robust solution include:

- Clearly displays the relationship between offices, call queues and agent profiles
- Enables a quick reaction to any situation with the help of user-definable, audible and/or visual alarms on service and call queue indicators
- Interfaces with force management system to facilitate multiple force planning and assignment
- Provides management information on multiple queues to ensure that customers' needs are being met efficiently and effectively

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

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ISO 9001 Certified

For more information: www.cgi.com