

Bell Canada

Call Center Management System Integration



CLIENT PROFILE

Bell Canada, a subsidiary of BCE Inc., is Canada's largest supplier of telecommunications services. With one of the world's most robust and reliable public switched networks, Bell Canada provides advanced voice, data and image communications to more than seven million business customers along with residence customers in Ontario and Quebec. Bell Canada has gross annual revenues of more than \$8.5 billion and employs approximately 42,000 Canadians.

BUSINESS CHALLENGE

As Canada's largest supplier of telecommunications services, Bell Canada realized that customer service is a vital characteristic differentiating Bell from the competition in the deregulated and dynamic Canadian communications industry. Effective customer service call centers are key to winning and keeping customer loyalty.

A major task in fulfilling this goal was the timely implementation of a call center performance and management system for Consumer Sales and Service and Credit and Billing Services. The system provides management and reporting functions for workforce forecasting, performance, and scheduling for 1500 customer service representatives throughout Ontario.

Bell chose to implement a third party, industry standard call center management application that required custom application interfaces to existing automatic call distribution (ACD) switch data and the Bell Canada Employee Payroll System.

The Call Statistics Retrieval application interfacing to the call center management application required the monitoring, collection, processing and archiving of ACD statistics using various information system technologies implemented across a widely dispersed geographical region.

The Bell Canada Payroll System application required the processing, and the verification, reconciliation, and submission of employee-scheduled time based on complex labour, business and exception rules.

PARTNERING FOR SUCCESS

To realize its goals, Bell Canada needed a partner: a partner that could not only provide technical and business expertise but also could develop and implement solutions rapidly while ensuring a problem free introduction.

Bell Canada chose Trigon as its partner for this project. Trigon helped Bell Canada define the various application and interface requirements, design the solutions, and implement on time and within budget.

"That Trigon could provide the technical expertise was a given. What really impressed us was their solid business acumen and their dedication to our business."

Carla Blake
Project Leader
Call Center Management System Implementation
Bell Canada, Inc.



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PROJECT BRIEF
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DELIVERING THE SOLUTION

Trigon helped Bell develop, integrate and implement ACD and payroll applications for its call management and reporting system in a matter of months.

The process for designing a solution began with a RAD cross-functional team from Bell Canada and Trigon assessing the requirements and articulating the objectives for Bell Canada's call center management system interfaces.

ACHIEVING GOALS

The key benefits of the system are:

- Improved management and forecasting capabilities for various customer service queues.
- Reduced costs by eliminating the high expense of customer representative idle time through improved forecast scheduling and call load management.
- Reduced costs by significantly reducing the time and manpower required for verifying, reconciling, and submitting payroll.

RESULTS

Today over 750,000 calls are processed and managed monthly by the call center system. The system is viewed as one of Bell Canada's most significant business and technical advantages in the proficient management and performance tracking of customer service systems.

ABOUT TRIGON

Trigon Computer Solutions Ltd. is an information technology solutions provider, delivering advanced e-Business products and services to the communications industry.

For more information about Trigon's ability to provide e-Business solutions to your company, contact Trigon at sales@trigon.ca or call (905) 470-4044.

"Trigon delivered a solution which effectively combined ease of use with depth of functionality. The Trigon staff were very helpful and provided Bell with exceptional quality and service."

Teresa Power
Clerical and Time Reporting
Employees Payroll
Administrator
Bell Canada



Trigon Computer Solutions Ltd., 675 Cochrane Dr., Suite 610, Markham, Ontario L3R 0B8
Phone: (905) 470-4044, Fax: (905) 470-7784, Website: www.trigon.ca