

TELUS AgentAnywhere

Powered by Support Excellence Inc.



Service Delivery solutions.

This document outlines the ability of TELUS AgentAnywhere, Powered by Support Excellence, to provide service desk solutions tailored to your business. A properly implemented service desk can respond to inbound communication from your user base, ensuring that your customer interaction environment runs efficiently, creates a positive end user experience, and helps you reduce costs.

Call Center capabilities.

TELUS AgentAnywhere (TAA), using industry-leading technology and strong relationships with its technology providers, provides all aspects of an enterprise-level service desk.

TAA clients are provided with a toll-free number for their clients to access the service desk, valid throughout North America.

The technology used by the remote contract agents for the TAA offering is a hosted call centre platform which has full Interactive voice response and call routing capabilities, allowing for pre-recorded greeting messages, option selections, and external call routing/forwarding.

The system has the ability to re-route calls based on 'time of day' rules, and can be configured to handle off-hours calls in a variety of methods (typically via voicemail message). In the event that off-hours calls are retained as voicemails in the system, the voicemails are held in a holding queue for automatic retrieval by service desk staff the next morning.

The capacity to handle emails is another feature of TAA and can be handled in a variety of methods, based on expected email volumes. TAA also has the capacity to integrate web chat functionality on your external website or your company Intranet.

Customized and automated post-call surveys can be deployed using this application, allowing your customers to provide information after a phone call based on information and measurement criteria set by you.

TAA's standard hours of operation are 24 hours per day, 7 days a week, 365 days a year.

TAA TopDesk from Support Excellence.

TopDesk Service Management application allows for a full range of IT service management functions based on ITIL principles. TopDesk includes the following components, which are available to you based on your proposed service desk solution.

- **Enterprise framework.** Fully integrated 100% web-based SQL.
 - File uploading, exporting
 - Email integration
 - Selection system
 - Workflow management
 - Location management
 - Supplier and contract management
 - Reporting
 - Monitoring system
 - Knowledge management
 - Financial management
 - Authorization management
- **Incident management.** The Incident management module enables easy handling of incoming calls from registration to resolution.
 - Log and dispatch calls, major incidents, quick calls, and catalog standard solutions
 - Calls include incidents, service requests and events.
 - Integration is available with configuration, change and SLA/event management
- **Configuration management.** Using the configuration management module you can inventory all objects supported within the organization, enabling the tracking of financial, technical and organizational details.
 - Hardware, software inventory, keep track of assets, license management, financial and technical data
- **Self service help desk.** The self service help desk can be accessed via the Internet and is always available.
 - Accessible 24/7
 - Using TopDesk's self service help desk, your colleagues or clients can log and keep track of their own incidents
- **Event management.** This module is TopDesk's 'event manager'. You can define events and link actions. For this purpose you have email notifications, whereby you can invoke an external application via parameters from the database and direct web-based environments via http requests.
 - Automatic SLA notification and direct external applications
 - Remote control
 - HTTP requests

- **Change management.** Carry through changes structurally by means of a change route and according to the best practices of ITIL.
 - The module can also be integrated with Incident, and Configuration components
- **Personnel link (active directory integration)**
Using the Personnel link you can create new personnel cards in TopDesk and update existing information.
 - When an employee leaves the organization, his or her information can be automatically archived in TopDesk
 - Import, update and archive user details

TAA knowledge base system.

TAA utilizes an online knowledge base which allows both TAA management as well as our clients to access and view the knowledge base in real-time. Developed to ensure that TAA call center agents have immediate access to newly released information, the Wiki system automatically displays the appropriate information to the call center agent to allow them to properly handle calls.

Requests to modify the knowledge base can be made by clients, with the changes being made quickly by TAA Management. This allows the knowledge base to be quickly modified, ensuring that when information changes, processes are changed, or emergency notifications are required, they are immediately released to the TAA staff as a whole.

TAA client portal.

TAA's custom-developed client portal allows clients to access recorded calls, monthly reports, customized surveys, and more information in one central location.

Used to ensure accuracy of information and quick access to quality assurance elements, the portal has the following features:

- **Direct, password protected access to:**
 - Custom survey results
 - SCORcard reports
 - Call quality reviews
 - Custom reports
 - Call recordings

TAA deployment.

Transition period.

During a transition to services, support excellence takes a fully managed approach to the service transition, ensuring that the process runs smoothly and that all elements of transition are appropriately handled.

The transition period is billed at a rate which is intended to reflect the expected monthly billing. Managed by a dedicated project manager and supported by a transition team, the transition period covers the following deliverables:

■ Initial service definition

- Present and review service level agreement (SLA) template
- Review operating level agreement (OLA) / underpinning contract should it be required
- Determine call flow
- Establish escalation process(es)

■ Documentation

- Document escalation process
- Document call flow
- Develop TAA manuals
- Modify SLA template and knowledge base with required changes

■ TopDesk deployment

- Develop TopDesk database
- End user training
- Establish incident processes
- Define escalation paths
- Establish other processes as required
- Import of user data

■ Training

- TAA trainer training
- TAA agent training

■ Phone system

- TAA call centre platform setup
- Platform test, on-hours
- Platform test, off-hours
- Test client phone forwarding
- Forward client phone lines

■ Transition period conclusion

- Sign off on SLA

Service level agreement.

All TAA services are driven by a Service Level Agreement (SLA).

The SLA defines, in detail, the roles and responsibilities of both TAA and the Client and ensures that services are delivered in a manner that meets the expectations of both parties to the agreement.

The SLA is a critical document to ensure appropriate service delivery; as such, it is a detailed document which must be signed off on prior to call handling.

TAA pricing.

Service pricing is broken down into distinct elements: transition period pricing, live service pricing, and system administration fees.

Transition period pricing.

Pricing during the transition period reflects the complexity of the work required for the transition, and typically is less than the pricing during live service. The transition pricing covers the deliverables outlined in the Service Deployment section of this document.

Depending on estimates for call volumes as well as any existing documentation for a service desk, the complexity of the transition period will vary. A transition cost can range between \$1,000 and \$4,000+, depending on the complexity of the work required. A typical business which has some aspect of an existing customer support structure will be in the \$2,000 range, but this can be confirmed with a solution expert.

A typical transition will take 1 month to complete; at the conclusion of the transition period, the SLA is signed and Live Service pricing begins. Should all transition deliverables be completed during the transition period, then live call handling can begin at no additional cost during that month.

Live service pricing.

This section provides a summary of TAA's pricing and service options. The first section outlines, in detail, each of the various options, and the second section provides you with a checklist allowing you to select the services you would like.

On-hours call handling pricing summary.

Live Service pricing can be broken down across various methodologies. Pricing per call, per supported user, per support incident, or per minute can be utilized. These methods can be changed at any point in the life of the service contract.

Per minute – variable based on complexity.

Should you wish to simply pay per minute of work performed by the service desk, you can choose to pay in this manner. The total number of minutes spent by service desk agents talking with customers, or performing call-specific after call work is totaled each month and multiplied by the per minute rate.

Time spent by customers on hold, etc., is not included in the per minute rate and there is never any charge for wait times.

The price is variable based on the complexity of the work being performed, and can range between 95¢ to \$2.15 per minute, with volume discounts available for high-volume clients.

Per call – variable.

Per call pricing sets a fixed rate for your calls to the service desk, allowing you to reduce the potential volatility of a per minute based service price.

At the outset of service delivery, a standard rate is agreed upon by both parties, using your statistical information on expected call times. This estimate can be further refined using information gathered via TAA's 10 years of industry experience, although your call handle time may be different.

Once the agreed upon average is set, then it is multiplied by TAA's per minute rate for the complexity level of work required, to determine the per-call price.

The per call rate is typically broken down to the average length of call multiplied by a per minute rate which reflects the complexity of work being performed.

Once service delivery begins, the per call rate is reviewed each month for the first three months to ensure that the average used to calculate the per call rate was accurate. The rate will be modified in the event that the per call rate does not accurately reflect the work being performed by the service desk.

Per supported seat – variable.

TAA can provide services for a fixed rate based on the number of users supported. While this number varies, it can be estimated by taking the total number of estimated calls per month, multiplied by the per call rate (above) to get an expected monthly commitment. This can then be divided by the total number of supported users to obtain a per supported seat rate.

Call handling service level target.

TAA has a standard call answering target of 80% of all calls in 180 seconds. Should you wish a more aggressive target, there are options for increasing the speed of answer targets.

These options are to increase the percentage of calls answered within the speed target, decrease the speed target, or both.

Changes to the service level target will impact the pricing methodology selected due to the requirement for additional levels of staffing to meet a more aggressive target.

Administrative and advanced services.

These additional services can be added on to your account at any time and work towards fulfilling any monthly minimum charges which are invoiced to your account.

Advanced email and web chat handling.

Basic handling of emails is included in the above mentioned pricing; if advanced handling of these contact methods is required, an additional monthly fee will be assessed.

The feature allows for chat handling components of the service desk to be implemented which can integrate directly with your existing Website or end-user customer support portals, etc.

This also enables advanced email handling capabilities of TELUS Call Centre Anywhere, providing TAA with the ability to queue and manage inbound emails in a manner identical to inbound phone contacts.

Without this feature, emails are handled via a designated mailbox which is manually monitored by support agents. Web chat is not available.

Automated attendant.

TAA can deploy an automated attendant at the front of your phone deployment, allowing you to route non-support calls to other areas of your business.

TopDesk service management application.

The TopDesk Service Management application is available to TAA clients based on their requirements for the complexity of the required Service Management.

Clients who require simple incident management services can select a basic deployment, allowing them to track, manage, and report on Incidents generated by their users/customers.

Where more complex service management is required, additional modules can be added to the service, such as Configuration Management, Self-Service Desk, Active Directory Integration, etc. These additional modules require in-depth installation and configuration and can be discussed with a solution specialist.

All TopDesk packages include two technician licenses, with additional licenses starting at \$40 per license, with volume discounts available for larger license requirements.

Toll-free number administration.

TAA can provide you with as many 1-800 numbers and inbound phone queues in to our Call Handling application as required. Administrative setup fees are applicable for the setup and there are maintenance costs associated with the 1-800 numbers. Should you provide your own 1-800 number, there are no costs incurred.

The trusted customer experience leader.

It is our sincere belief that this document has outlined in great detail the extensive service capabilities and qualifications of our valued partner Support Excellence Inc., which should provide you with a clear picture of why TELUS AgentAnywhere continues to be the trusted customer experience leader.

Our extensive experience, implemented technology, and best practice processes provide us with the correct solution for you, to ensure that your call center is an efficient, cost-saving and customer satisfying function of your organization.

We look forward to working with you and are excited about the opportunity to develop this aspect of your organization.

Once you have completed reviewing this information, we invite you to speak with a solution specialist to customize the correct combination of live service pricing and administrative services for your business.