



Job Bundling for a Call Centre Application

The customer associated with this Case Study is a modern, forward-thinking Unitary Local Authority in the northwest of England.

Business Problem – A new call center was set up to receive calls from local members of the public to get access to information on authority services. These conversations can result in several documents and potentially whole documentation sets being printed. The resulting pages need to be inserted into an envelope and posted to the caller. This collation and posting function is better served by a group of admin staff specifically, rather than the telephone operators interrupting their call center duties.

Key Technical Challenge – As the printing will be done to a cluster of central printers, and the admin staff responsible for collecting and posting are not the ones producing the documentation, there is scope for lost or miss-handled documents. The documents associated with each call must stay together as a single print job. It is unacceptable to have a single customer interaction's documents printed on more than a single printer. Similarly all component parts of documents representing an interaction with a customer must be printed at the same time to avoid interleaving of cases. It was also considered necessary to have a colour printer to enable the accurate rendering of various brochures. At the same time they wanted to automatically select pre-printed letterhead stationery for cover letters and certain other jobs from other trays of the printer without relying on the call operators selecting the right print options.

Technical Environment

- Ø OM Plus server with CD Plus and RD Plus modules plus custom filters.
- Ø Windows based Customer Relationships Management application
- Ø SQL database
- Ø HP Color LaserJet printers

Technical Solution

- Ø OM Plus replaces the function of the Windows Spooling system on a specially commissioned server.
- Ø Application customized to examine contents of a bundle in order to produce a Job List.
- Ø Documents are then "batched" on an operator basis until the run is completed.
- Ø OM Plus receives the formatted jobs from the application and invokes a search of the document titles and other meta-data to identify receipt of the Job list, triggering the release of the bundle
- Ø Then each operator interaction is released to a printer based on printer availability determined through load leveling capability provided within OM Plus.
- Ø Custom filters check each job within the batch to apply the correct tray selection codes to the printer determined by a lookup of the document title within a database.

Other Features

- ∅ As a bi-product of installing OM Plus, the customer also gained access to all the other features of the system designed to help them control and manage their print jobs and printers.
- ∅ These features streamline operations and reduce costs related to administration and support.

Implementation

On site services including installation, system configuration, testing, user training and live day cover were provided by service engineers from CSM Solutions.

Results

- ∅ Print jobs successfully bundled making centralized printing possible.
- ∅ 4 printers used in a round-robin fashion to spread the load
- ∅ Custom filters automatically select correct paper tray
- ∅ New job and printer administration features reduce support efforts

Plus Technologies Case Studies

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