

# OpsTel Services and Network Automation Partnership

## Network Automation Partnership Focus Area

Contact Center Operations Management Tools

### About OpsTel Services

OpsTel Services is a company specializing in contact center operations management performance monitoring tools and custom task automation solutions. OpsTel Services has developed a webservices based solution that focuses on the core "Ecosystem" of the contact center operation environment identified as "PROcess, TEChnology and OPerationS". The integrated solution named ProTechOps or PTO, combines Performance Monitoring, Point Solution Integration, and Task Automation capabilities into an operations management tool that is unmatched in meeting the business needs of today's challenging contact center environments.

## Automated Agent Profile Management (AAPM)

### Solution Overview

Individual profile administration has become increasingly more cumbersome and labor intensive with the advent of the amount of point solutions a contact center chooses to utilize to run its environment. Aside from the additional amount of data entry that is required in each point solution application the risk of data integrity issues amplifies with the frequency of adjustments being made to an individual's profile. Most contact center operations have multiple support groups that are responsible for the administration of individual profiles for different point solutions, compounding the issue further. The workflow for adding and adjusting an individual's profile in the contact center application environment must be tightly managed and coordinated to ensure consistency. In best case scenarios it could take up to 2 weeks for the provisioning process to run its course end to end. AAPM is a task automation solution that provides a productivity enhancing alternative to contact center operations that have a significant amount of activity associated with provisioning and adjusting agent profiles on their telephony infrastructure applications. AAPM's integrated web portal enables a profile administrator to submit a single profile administration form that will automatically propagate an individual's profile information into the required destination applications within 10 minutes or less.

### Product Features

- Web-services based integrated portal
  - Single form submission / automated propagation
  - Activity based metrics dashboard
    - Real-time status monitoring widgets
  - Status notifications
    - Success / Failure messages email and sms
  - Audit trail reporting

### Product Benefits

1. Integrated portal that provides "One Stop Shopping" for agent profile administration
2. Significant reduction in allocated resources required to administer agent profiles
3. Almost immediate agent profile provisioning and updates vs. up to 2 weeks or more
4. 100% level of confidence for data entry integrity

### Target Market

Any contact center operations experiencing difficulty managing their agent profile process and workflow.

### Implementation Estimates:

3 to 6 months depending on size and the amount of point solution integrations that has an agent profile requirement.

### Engagement Process

If you interested in viewing a demo or if you have any questions go to our website at [www.OpsTelServices.com](http://www.OpsTelServices.com) or contact Tony DeGaetano at 303-887-6722 or [TonyD@OpsTelServices.com](mailto:TonyD@OpsTelServices.com)