

Business Need

A large card-issuers' call center addresses customer and security issues that originate at both their ATM and point-of-sale locations. To answer these queries, the companies' customer service representatives ('CSRs') required real-time visibility into the transactions to resolve an issue on the spot. However, these were only accessible in the main transaction processing environment.

The transaction platform's proprietary user interface was difficult to navigate and had a steep learning curve.

Inquiries like these would impact online activities exposing potential risk in performance and reliability.

The project had to be completed with little impact to budget.

Solution

OLS designed and configured our Online Inquiry and Reporting System ('OIRS') to meet these requirements. OIRS provides CSRs with total visibility into online transaction activity, without consuming valuable processing power or requiring expensive new development on the core transaction processing system.

Using off-the-shelf middleware, OLS – with our client's involvement – built an application that offloaded copies of each transaction to our Windows Server environment. This solution added very little processing overhead to the transaction processing server. Meanwhile, the CSRs began accessing the transaction history via web browsers with no retraining.

Payback

The return on investment in this project was threefold:

- CSRs were able to conduct their interactions with the callers with fewer and shorter calls. As a result, customer satisfaction increased and the call center was able to handle more calls with fewer people.
- System training costs for the CSRs disappeared.
- By removing user contention from the transaction processing server, the client was able to delay an expensive system upgrade with severe capital budgeting impacts.

The **mean-time to payback** on this project was < 60 days.