

Contact management – Improving efficiency and effectiveness in Cheshire

Capita supplies the ongoing service management and support of a Contact Management Solution for Cheshire Police Authority (CPA). Capita's solution uses a combination of in house products and skills along with those of a number of sub-contractors. The solution is designed to meet the needs of the CPA, not just in the supply of equipment, but also as an integration platform to allow the service to improve year on year.

The solution allows the CPA to deliver emergency calls to any user across Cheshire. Under normal conditions these would be delivered to the Contact System Agents however, if all of these agents are busy then the calls may be overflowed to Deployment System users. The delivery of these emergency calls to the different users is accompanied by EISEC or ALSEC data allowing the call to be handled efficiently and effectively. These features are further supported with integration to the CPA's Capita Command & Control (C&C) system.

Once the emergency call has progressed sufficiently, the incident is passed via C&C to the Deployment Centre. Once the incident is resourced, the C&C system sends SDS messages to any assigned resources. The user in the Deployment Centre has the ability to either use the DS2000 Integrated Communications Control System (ICCS) to control communications over the Airwave network or control communications directly from the C&C. The integration of the Contact Management Solution with the existing Capita C&C system enables CPA to streamline management of incidents and deployment of resources; ultimately resulting in provision of an improved service to the public in Cheshire.

The keystone systems that underpin the Contact Management Solution are Capita's DS2000 ICCS and Nortel's CS1000. The solution provides two DS2000 systems that are interconnected and operate as a virtual single system. Each Contact Centre Agent is fitted with an IP Phone and the workstation is installed with a Telephony Interface Module (TIM). The TIM sits on the C&C workstation and provides the user with control over the Agent position and status along with the current queue and call information. These core components are then supported by additional items (including Call Recording, Quality Monitoring and Workforce Management software) that provide the CPA with all of the data to allow efficient usage of the Contact Management Solution and audit of all activities.

