**CD++ Model Data Form**

Title:  Technical Support Financial Dept

Type:

Acronym/Short name: TechnicalSupportFinancialDept (TSFD)

Purpose for which Developed: A model which mimics the financial management/ transactions of a given caller. Through this model we will estimate the required number of financial agents needed and number of calls, and percentage of successful verses failed financial transactions.

Other Applications for which it is Suitable:

Date Developed/Implemented: 2010

Domain: Technical Support Call Centers

Current Version:

URL:

Description (including characteristics): Number of Customers will call the Technical Support Call Center and their calls will wait in sequence and financial transaction/coverage plan will be checked for each calling customer and if the caller has valid coverage plan it means the call can be forwarded to the IT Help desk agent otherwise new coverage plan needs to be purchase after validating the credit card info and if the validation is ok new plan will get created and the call will be forwarded to the IT Help desk department.

Links to Related Documents

Short Title:

URL:

Description:

Keywords: Call Ids, Coverage Plan, Validation, Financial

Developer:

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Comments: This model works, it`s ok