

5. Call Centre Services

5.1 Standard Call Centre Implementation

Service: Creation of call centres with automatic call distribution (ACD), using Bell Per Agent Service (PAS) and Octel enhanced call processing (ECP) scripts.

Call Centre	Advance Notice *
Standard	5 weeks minimum
Area code or regional redirects	9 weeks minimum

How to request: Call the Information Technology Help Line at 944-1776 (1-2-5).

Authorization: Director General or designate

General points:

- SXTV representative meets with service requestor to discuss requirements.
- Cost recovery may apply. (See "Note 1" following section 6.)
- PAS statistics can be provided by fax or stand-alone computer.

