

\_experience the commitment



# Telecommunications Relay System

## CGI's Operator Services

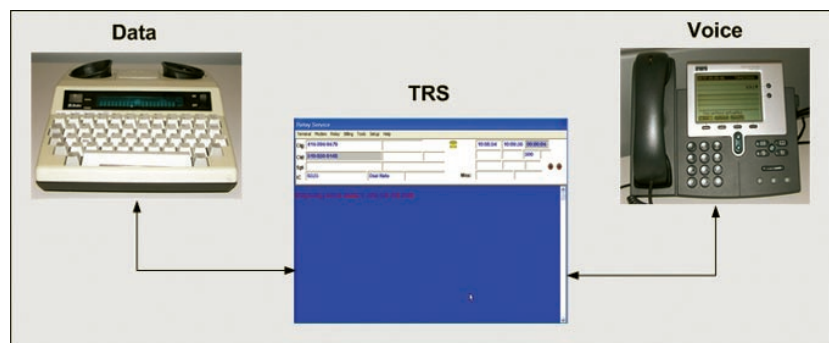
Founded in 1976, CGI is one of the largest independent IT and business process services companies in the world. Through our focused industry expertise and end-to-end services—including systems integration, strategic consulting, business solutions and the full management of IT and business functions—CGI helps clients lower costs, improve efficiencies and enhance productivity.

CGI's Operator Services practice provides solutions to telecommunications companies seeking to contain costs or to implement new revenue opportunities. Providing a full range of products and services to clients within the United States, Canada, Europe and Australia, CGI combines deep telecommunications expertise with extensive operator services systems and operations knowledge to deliver the flexibility, depth and know-how needed to solve business problems in the most cost-effective manner possible.

## A robust, reliable solution for TTY calls

Local service providers are mandated to provide relay service to their customers; yet relay service as a stand-alone operation does not provide for the efficiency that companies need. CGI's Telecommunications Relay System (TRS) allows providers to manage the relay service in an efficient manner on a multifunctional platform. The solution provides web-based reports that allow providers to access any TRS call record and to provide statistics on calls handled by their agents.

TRS allows operators to relay conversations between hearing customers and customers with hearing and speech disabilities using text telephones (TTY). Via special access numbers, TRS enables operators working on intelligent workstations to receive typed conversation from a deaf caller and relay the text via voice to the hearing customer. The operator types the response from the voice customer back to the deaf caller. The call continues until the customers complete their conversation.



TTY callers who are able to speak or non-speaking TTY callers who are able to hear, may be connected directly to the hearing/speaking customer when they are able to communicate without the operator. For many deaf people, the relay service represents “dial tone.” A hearing/speaking customer may also initiate a call to a deaf customer. By accessing TRS, the operator will establish the call relaying information.

In addition, TRS operators can complete special billing calls. Callers using TTY devices who want to communicate with other TTY customers can have their call billed either to a calling card or a third number or can have the call sent collect. Unlike regular TRS calls, the operator is only required to record the billing details, as the TTY customers are able to communicate directly.

### Features and benefits

TRS enables dialing from the operator keyboard and allows operators to customize their desktop, such as color and font preferences. Other features include touch tone capability available for interfacing with VMS, and customer programmable soft/hard keys, speed dialing and preprogrammed phrases. With the TRS solution, users

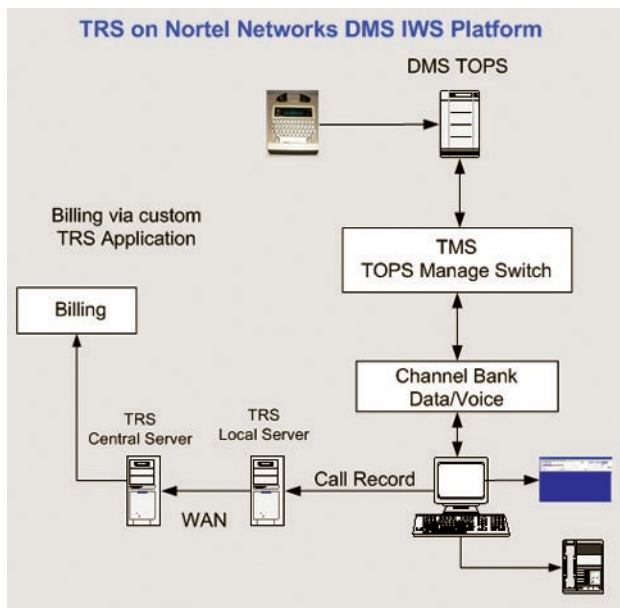
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can resend text and can highlight, copy and paste text. Additional features include:

- Multi-functionality (toll and assist/directory assistance) with appropriate Volt Delta software
- Latest IP/VoIP technology as part of Volt Delta's product offering
- Comprehensive and flexible billing and statistics packages
- State-of-the-art operating system and relational database software
- State-of-the-art Ultratec Inc. modem/relay equipment
- Web-based administrative interface and complete customer care services

The system also enables flexible reporting. Reports are available in many combinations, including:

- Session report
- Called status report
- Sequence call report
- Agents first call report
- Search call record report (searches any record in the database)
- Comments report
- Customer contact report
- Billable call errors report
- Call type percentage report



TRS is built on Nortel Networks DMS Traffic Operator Position System (TOPS) 200 and Volt Delta's Intelligent Workstation (IWS) Operator Services platform. The solution provides full queue management system capabilities; ability to remote offices; number identification (ANI), Station ID (COIN, Hotel, etc.) available for TOPS routed calls; and online calling card validation.

## Delivering business value

CGI's Telecommunications Relay System (TRS) is a robust solution that enables companies to reliably manage TTY calls. With the flexibility to adapt to various scenarios, the system performs a variety of functions that allow operators to effectively initiate and assist with these calls. The result is a cost-effective and proven solution that allows companies to deliver high-quality customer service to individuals with hearing and speech disabilities.

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