

## Global Scheduling System (GSS)

### Case Study

#### Business Situation

A unique circumstance arose in ConnexOntario call centers requiring an interface with individuals requiring treatment for various addictions and mental health problems.

The central call center employees required access to counsellor availability across the province at a moment's notice in order to provide the client / patient timely treatment. Additionally, counsellors needed to let call centers know their availability for a given time period.



#### Key Benefits

- *Tangible benefits were realized by all levels of staff*
- *Treatment staff could now view and graphically represent their agencies availability in real-time*
- *Call Center Employee scope of work was reduced and focused on serving the public requiring treatment*
- *Management could analyze Call Center Employee Performance metrics*
- *A higher visibility of all data was achieved due to an enhanced reporting system*

#### Why IES Group?

IES Group has over a decade of experience implementing complex software modeling & reporting systems empowering quick real-time information based decisions.

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#### At a Glance

- *GSS provides a core architecture that can accept other areas of treatment.*
- *The success of GSS in the community and its recognition by the government has enabled Connex to expand its service offering to other areas of online information management.*

#### Solution

GSS is a web based application providing real time data on counsellors' availability across the province. This real time data provides call centers and clients with a real advantage in responding immediately to clients during the client's first crucial steps to recovery.

In addition to providing the client with an immediate response to their situation, counsellors need an easy and intuitive way to keep track of their availability, upcoming appointments, instant notification of changes to their schedule, and a high level view of the current situation at any given agency or agencies combined. These provisions will allow key administrative decisions to be made to ensure clients are receiving the attention they need.