



Transcom

Transcom's Workforce Management Upgrade and move from an on-premise solution to Call Design Cloud.

Overview

Transcom WorldWide AB is a Swedish outsourcing company that provides customer care, sales, technical support, and collections services through an extensive network of contact centres and work-at-home agents. The company operates in Europe, North and South America, Asia and North Africa. From a WFM perspective, they have two regions AAPAC (11,000 active agents) and EMEA (23,000 active agents). Transcom has been a Call Design WFM customer since 2009.

Challenges

Seamless Migration: Transcom's WFM systems needed to be migrated without disrupting day-to-day operations. Any downtime had to be minimised to avoid impact on their customer service operations.

Compatibility of Custom Applications: Ensuring that Call Design's custom-built WFM integrations, such as payroll interfaces, IVR Sick Line agent schedule update, WFM Custom Data Export and SAP employee import, were compatible with the new WFM 23 environment.

Data Feeds and Integrations: Integration with multiple data feeds from Transcom's various systems and regions posed a significant technical challenge. The system had to handle real-time and historical ACD data seamlessly for 34,000 agents.

Schedule Preference import for EMEA: imports schedule preferences into WFM system based on source preference file across multiple instances.

Custom Updater Pluggable Rule: Enforceable rule regarding time between shifts. Rule uses WFM Web Services to pull schedule information from WFM to ensure agents must have a certain number of hours between work shifts.

PROJECT SCOPE

Transcom wished to perform an extensive upgrade of their workforce management system and move from an on-premise solution to Call Design Cloud. Call Design, with its expertise in WFM solutions, was chosen to implement and upgrade the WFM infrastructure and systems, ensuring smooth integrations continued with Transcom's existing applications and data feeds.

The project aimed to:

- Install and configure WFM Core, Perform, and Empower/WEM in Call Design's Cloud environment as a multi-tenant system.
- Migrate WFM databases from Oracle to Microsoft SQL Server in EMEA.
- Upgrade existing WFM databases from version 20 to 23 for both AAPAC and EMEA regions (Production and Training).
- Configure Authentication to Call Design Cloud for Transcom users.
- Maintain all of the existing, and extensive integrations with Transcom and their customers' ACD systems along with third-party applications such as payroll and Sick Line IVR.
- Install and configure Call Design custom applications in the Call Design Cloud environment.
- Provide user documentation and training for new WFM features to users in AAPAC and EMEA.



Solutions Provided

1. WFM Installation & Cloud Configuration:

- Call Design deployed WFM Core, Perform, and Empower/WEM systems in a multi-tenant cloud environment.
- Standard WFM/RTA feeds from Transcom and their customers' ACD systems were accepted, ensuring smooth data flow across regions.
- Authentication for Transcom users was configured, ensuring secure access to the system.

2. Database Upgrades:

- AAPAC and EMEA WFM systems were upgraded to version 23, with a move to Microsoft SQL Server from Oracle used in EMEA for better performance and scalability.
- The upgrade included both production and training database schemas, allowing for efficient training and testing before going live.

3. Custom Application Integration:

- Call Design configured and tested several custom applications that Transcom relied on, including payroll interfaces for North America and Asia, and the IVR Sick Line component.
- These custom solutions ensured that region-specific requirements were met while maintaining compatibility with the new WFM version.

4. Training and Documentation:

- End-user training was provided on the new features of WFM 23, empowering Transcom's workforce to utilise the upgraded system effectively.
- Comprehensive documentation was supplied, ensuring continued system efficiency.

5. Load Testing and Go-Live:

- After an initial integration testing phase, Call Design scaled the server infrastructure to handle full operational loads.
- A seamless cutover to the upgraded system was achieved over a weekend, minimising downtime.

Issues encountered

1. **Hand over to Customer Support Team:** Moving from on-prem to cloud required the customer to redo their support notes and processes. This caused a small delay post testing and cutover.
2. **Network changes:** The number of integrations meant that numerous network access and firewall rules changes had to be documented, approved and implemented. An issue was encountered where the access to the Avaya platform was not implemented correctly and delayed testing.
3. **Lack of resources from the customer for testing:** Results in the WEM interface not being fully tested and required some staff to be moved back to the core application and trained.
4. **Availability of staff for training sessions:** There were delays caused by staff not being available for training sessions which caused delays in completing this critical phase and subsequently delayed the cutover for the APAC region.



Lessons Learned

1. Ensure a RACI matrix is agreed and updated with the customer to ensure support activities and areas are well understood.
2. Work closely with the customer PM to ensure all network connections and firewall rules are thoroughly documented, and then implemented and tested.
3. Lock in resources early for both testing and training and ensure that test plans cover all functions and interfaces for the customer roles and responsibilities.

Results

- **Improved Performance:** The upgraded WFM systems installed in the Call Design Cloud environment provided enhanced performance and scalability, reducing system latency and improving overall response times.
- **Seamless Integration:** Existing custom applications were successfully integrated, allowing Transcom to continue using their legacy systems without disruption.
- **User Empowerment:** Comprehensive training ensured that Transcom's staff across AAPAC and EMEA were fully capable of using the new WFM features, leading to better workforce management.
- **Future-Proof Solution:** Migrating from Oracle to Microsoft SQL Server and moving to Call Design Cloud provided Transcom with a more robust, scalable solution that is easier to maintain and upgrade in the future.



Call Design successfully upgraded Transcom's WFM systems and moved them from an on-premise solution to Call Design Cloud. By implementing the latest WFM 23 features and maintaining compatibility with existing integrations, Call Design provided Transcom with a future-proof workforce management solution that supports both current operations and future growth and is successfully integrated with various other systems such as payroll and SAP.

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