

Company Overview

Founded in 1976, CGI is one of the largest independent IT and business process services firms in the world. CGI, and its affiliated companies, employ approximately 26,500 professionals. CGI provides end-to-end IT and business process services to its clients worldwide from offices in Canada, United States, Europe and Asia Pacific. CGI's annual revenue run rate stands at \$3.7 billion. CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB). Our Service Desk organization consists of **500+ agents** located across Canada and United States, served by a Nortel IP-PBX using latest networked skills-based routing technology.



Business Challenges

With a mission to exceed our customers' expectations, optimizing work activities for our Service Desk Contact Center managers while increasing efficiency at the agent level, we began looking at a wide variety of software and hardware options for Call Recording and Quality Monitoring tools. We looked at three main vendors: Nortel Quality Monitoring, Verint Witness and Novo Technologies.

We developed a consolidated product chart of the various vendors, determining where our efficiency could be increased. The focus of this effort quickly singled out our need for the best solution based on **features, ease-of-use and price**. Until this time, manually-operated recorders were used for both monitoring and call recording. This methodology was far from being optimal. Additionally, from a security perspective, this solution showed some flaws.

Recommended Solutions

After looking at several options, we went forward and purchased the Novo Technologies call-recording solution, NovoLog, and the quality monitoring solution NovoValue for agent-evaluation. As the Novo Technologies systems were installed, Contact Center managers throughout the Service Desk as well as our IT staff were trained to use Novo's solution. After the installation of the product, Novo Technologies contacted us on a regular basis to check on our progress and appreciation of their solution, which was incredibly helpful and beyond our expectations from a vendor.

Results

This integrated system enables our Contact Center managers to set up automatic recording times based on agent schedules, something that had been impossible with the previous manual system. The recording solution allows Contact Center managers to monitor and record an entire interaction between the customer and the agent. Contact Center managers can now generate reports that better assess performance, which adds to their ability to manage and ultimately motivate the Service Desk staff. We are confident that we have made the right choice for our customers by purchasing the Novo Technologies solution.

About Novo Technologies

Novo Technologies is a leading innovator and provider of flexible and adaptable contact center Key Performance Indicators and compliance software offering the best value to empower customer experience.

Since its founding in 1995, Novo Technologies has experienced remarkable growth and received numerous awards for its ingenuity and innovation. It has been providing pioneering technology and superior service to hundreds of organizations in financial services, health care industry, and governments in Canada, United States, Mexico, Brazil, Costa Rica, Colombia, and Vietnam.

www.novo.ca

For more information on how Novo Technologies can empower your organization with its solutions, please contact us at 1.888.657.6686 or email us at sales@novo.ca