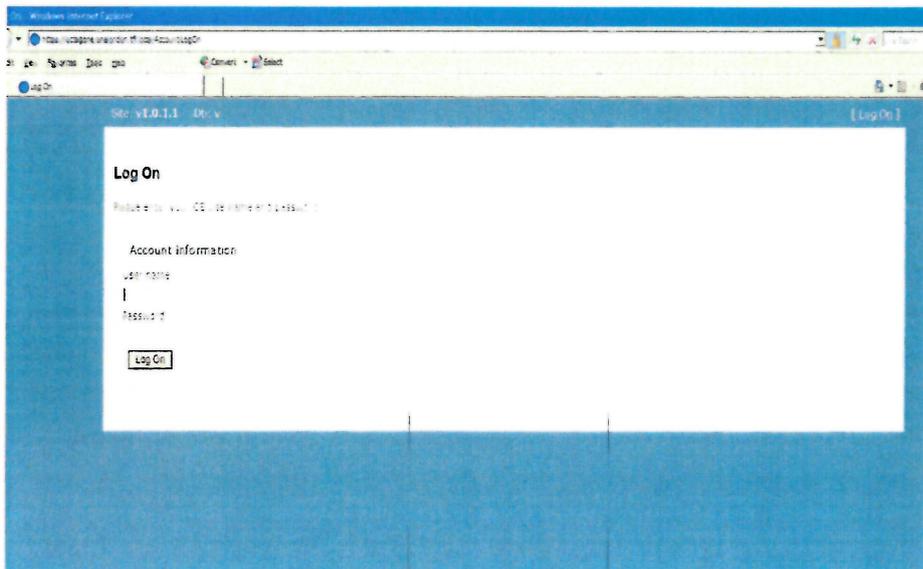


2. Enter login credentials to login.



7. Customer Account System (CAS)

Overview

CAS is the TfL owned web based application used by CCO to process Contactless Payment Card (CPC) refunds to the Customer. Refunds are processed directly to the CPC bank account. CAS is also used to approve refunds generated by Agents.

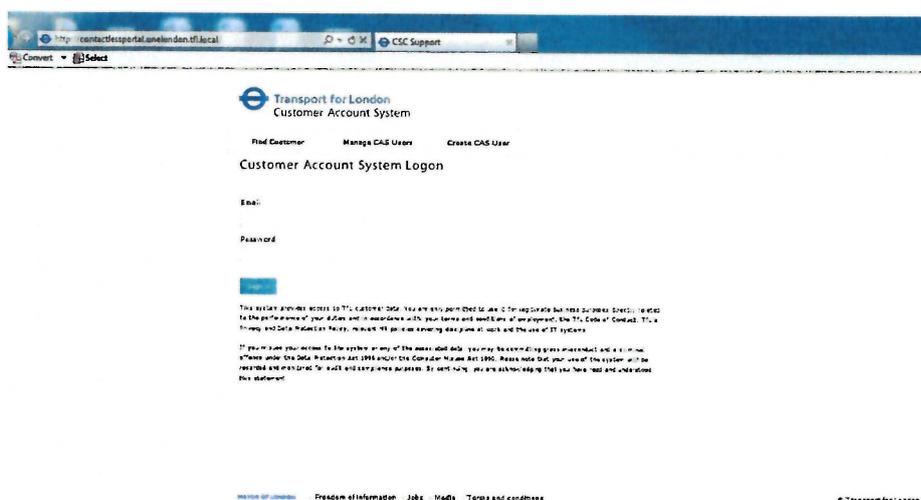
The CAS website is also directly linked to the Customer facing contactless area of the Authority's website called Customer Account Self Care (CASC).

CAS adds synthetic touches to Customer's journeys. With this in mind gestures of goodwill or refunds of any other nature can be voided within CAS and then re-processed via OPUS.

Refunds can be processed directly to a CPC without the need for an online account. CAS accesses the off card details stored against the CPC such as Full Name; Address; Phone Number; Email Address; Password; Security Passcode; Journey History and Payment History. User can also edit all personal information.

Application Access Steps:

1. Enter <http://contactlessportal.onelondon.tfl.local/> in internet explorer and enter log in credentials.



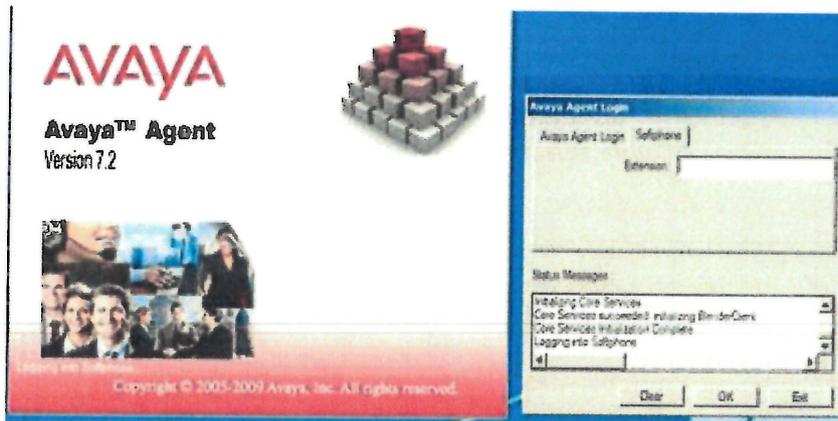
8. Avaya Interaction Centre (AIC)

Overview

AIC is Avaya software that the Authority use as their telephony platform. AIC provides access to phone functions from a computer desktop. This therefore enables agents to make and receive calls from a desktop.

The AIC toolbar specifically provides the ability for agents to transfer calls (cold and warm), call internal and external numbers and for agents to place a Customer at a certain point in the Interactive Voice Response (IVR) call flow. The Toolbar monitors the agent's status and allows them to define why they are unable to take a call, selecting from a number of reasons. This information is then able to be retrospectively analysed in order to monitor productivity. Additionally the toolbar also allows a user to access a central contact list of useful contact numbers and display data associated with the call.

The Authority's IVR has the functionality to work with AIC to carry out primary identification and verification (ID & V) for Contactless Payment Card (CPC) Customers. Registered CPC Customers can therefore self-serve by using their PAN number, expiry date and pass code. This enables the Authority to be able to operate



9. IC OA Reporting

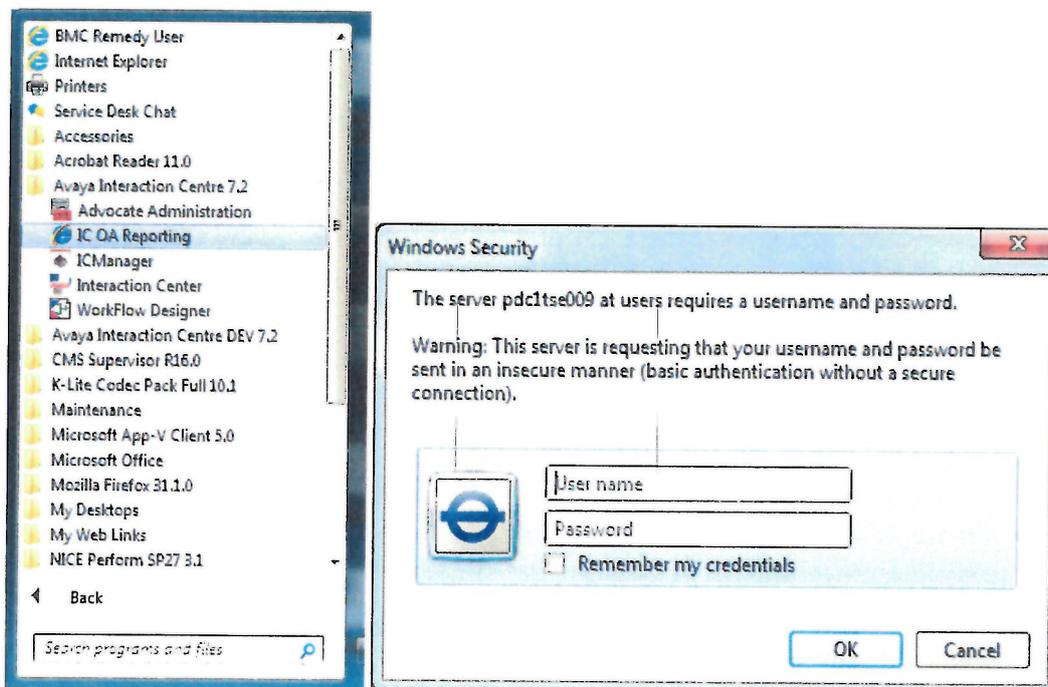
Overview

IC OA Reporting is the web passed application that allows the agent to monitor live queues. You can see live queue durations and the amount of callers queuing real time in both a numerical and graphical format.

OA Basic also has the functionality of monitoring call agent status' to assist in understanding capacity and availability.

Application Access Steps:

1. Go to Start->All Programs->Agent Toolbar 7.2 -> IC OA Reporting
2. Enter OneLondon log in credentials.



10. Eckoh Protect

Overview

Eckoh protect is the web based application used remain PCI compliant. Eckoh protect also helps ensure that ID&V is completed. If a Customer did enter their PAN incorrectly/unsuccessfully while they were in the IVR an agent can use Eckoh protect to carry out ID&V and continue the call rather than putting the Customer back in the IVR queue.

Application Access Steps:

- 1.) Enter <https://tfl-ftp.eckohprotect.com/> in internet explorer.



11. SharePoint

Overview

SharePoint is the Authority owned web based application that is used to share information and knowledge. The section of SharePoint that is used primarily by agents is the knowledge base. The knowledge base is regularly updated with process changes, upcoming events and pertinent ticketing bulletins. This is maintained by Authority's knowledge team.

Application Access Steps:

- 1.) Enter <http://onelink.tfl.gov.uk/sites/custex/ccokb/Pages/KnowledgeBase.aspx> in internet explorer.

12. Avaya One-X Agent

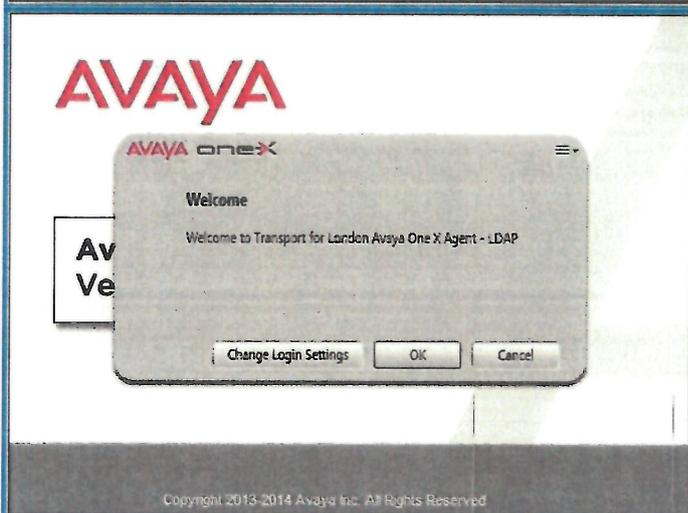
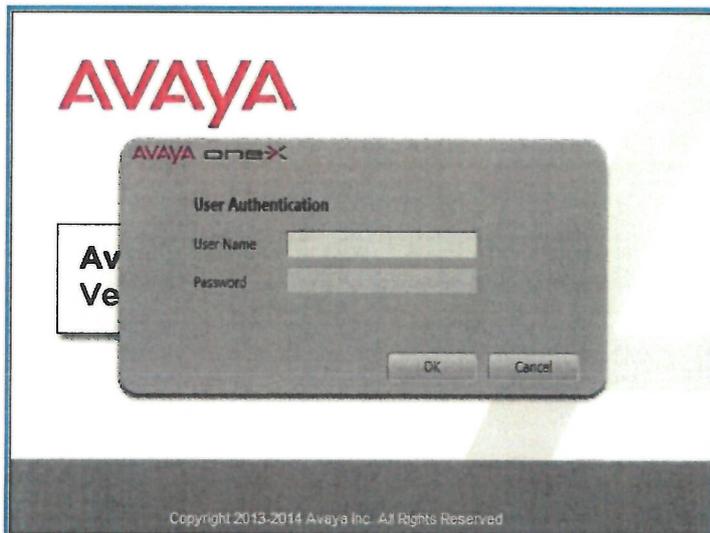
Overview

TfL uses Avaya One-X Agent to associate a Station ID (TfL extension number) with a DDI number at the Service Provider's office (for each individual agent). Avaya One-X Agent is therefore software equivalent of a TfL desk phone. One-X Agent makes the agent's Station ID active and associates it with the allocated DDI number for that Station ID. From here the agent can then log in to AIC Toolbar. This associates the

agent with their allocated agent ID and lets the system know that the agent is ready to receive calls.

Application Access Steps:

- 1.) Launch One-X Agent from Storefront
- 2.) Enter log in credentials
- 3.) Select OK



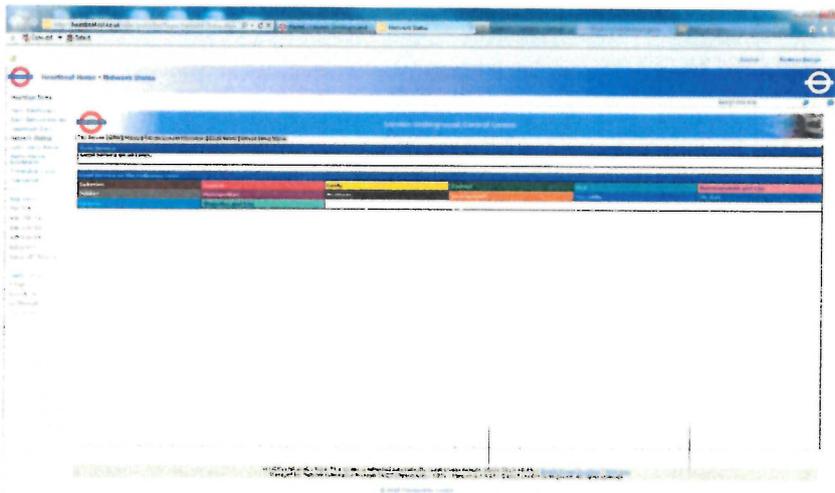
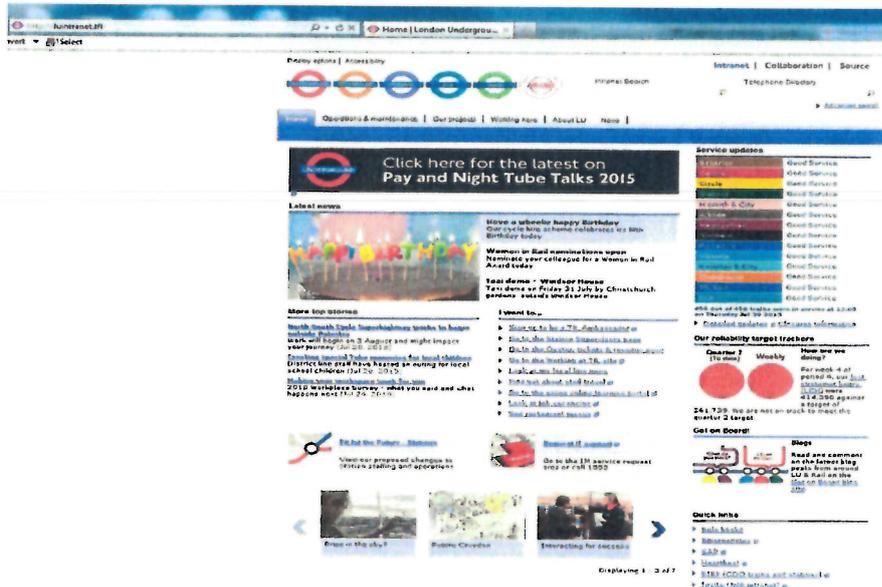
Heartbeat

Overview

Heartbeat is a web based application used to identify historic tube line performance and from this information agents can decide if the Customer are due refunds for any claimed delayed journey. Heartbeat is maintained by London Underground Control Centre (LUCC). Heartbeat is located on the Authority's SharePoint site. Heartbeat provides detailed live status updates, planned closure information and historic performance.

Application Access Steps:

1. Enter <http://luintranet.tfl/> in internet explorer.
2. Select "Detailed updates" on the right hand side of the screen below the service updates.



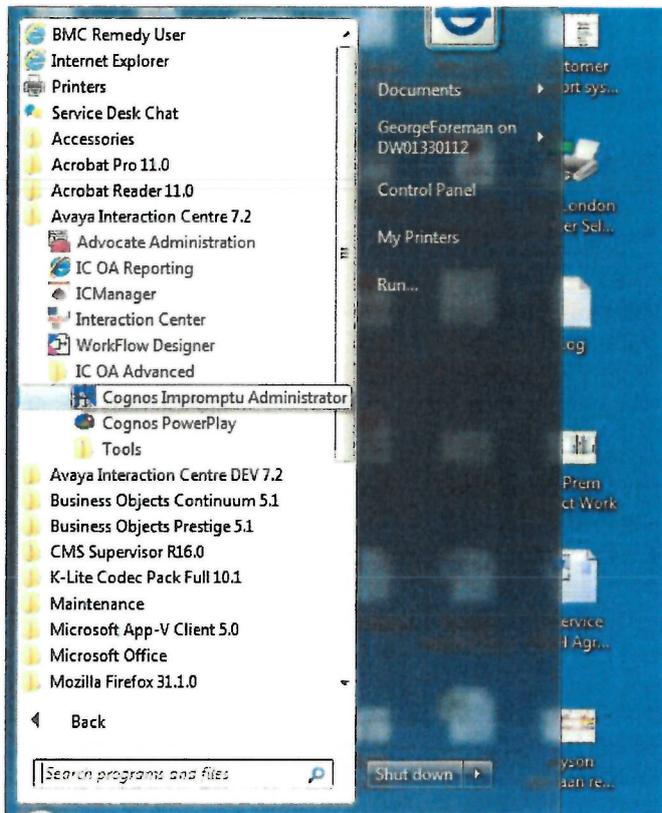
14. Cognos

Overview

Cognos is the application that allows the agent to retrospectively run reports on AIC data. Cognos is the reporting tool that reports historically specifically on AIC data. Reports are manually set up and saved and then can be ran and exported to an excel or PDF document. Reports can be run over different date ranges an also at an interval basis (half hourly). Reportable fields include but are not exclusive to basic demand (Offered, answered, abandoned) and also individual agent specific stats (average talk time, shrinkage, lateness).

Application Access Steps:

1.) Go to Start->All Programs->Agent Toolbar 7.2 -> IC OA Reporting



APPENDIX 3 - Historic demand

Call handling historic demand are included in the attached file which shall be provided to the Service Provider in electronic format before Contract Commencement Date.



Historic demand.xlsx