

B2.7	Gestures of Goodwill	Version 1.1
B2.8	Statement Requests	Version 1.1
B2.9	Updates to Customer Accounts	Version 1.1
B2.10	Overseas Cards	Version 1.1
B2.11	NFC Devices and Products	Version 1.1
B2.12	General CPC Information	Version 1.1
B2.13	FOI / DPA	Version 0.3
B2.14	Online Processes	Version 0.3
B2.15	Lost / Stolen CPC	Version 0.2
B2.16	Resolve Billing and Data Issues	Version 0.3
B3.1	General Information	Version 0.1
B3.2	General Complaint	Version 0.1
B3.3	Transaction - Pass to Refunds	Version 0.1
B3.4	Complaint - Pass to Refunds	Version 0.1
B3.6	Service Delay Refunds	Version 0.4



## **APPENDIX 2 - Contact Centre Systems and Application Specification**

Systems and applications used for the delivery of the Service in Section A Ticketing Calls

1. System Applications and Products Customer Relationship Management (SAP CRM)
2. Business Objects
3. Graphic User Interface (GUI); currently version NSLD Prestige 5 but may be updated
4. Oyster Expansion on National Rail (OXNR) Knowledge Base
5. Oyster Professional User System (OPUS)
6. Oyster Card Transaction Analyser (OCTAGone)
7. Customer Account System (CAS)
8. Avaya Interaction Centre (AIC)
9. Interaction Centre Operational Analyst (IC OA)
10. Eckoh Protect
11. SharePoint
12. Avaya One-X Agent
13. HeartBeat
14. Cognos
15. Any software that comes with OneLondon access that is not listed elsewhere in the Contract.

## **1. System Applications and Products Customer Relationship Management (SAP CRM)**

### **Overview**

SAP CRM is used to manage and record all Customer interactions. Each Contact can be recorded as either an Interaction Record, or a Business Partner can be set up if this does not already exist and the contact recorded via a service ticket for the Business Partner. The service tickets numbers generated via SAP CRM are also used in various other systems such as OPUS as a reference against any information stored. Service tickets can be created via various means of contact, telephone; email; web form; fax and letter. These are all viewable within SAP CRM and attached to the relevant service tickets.

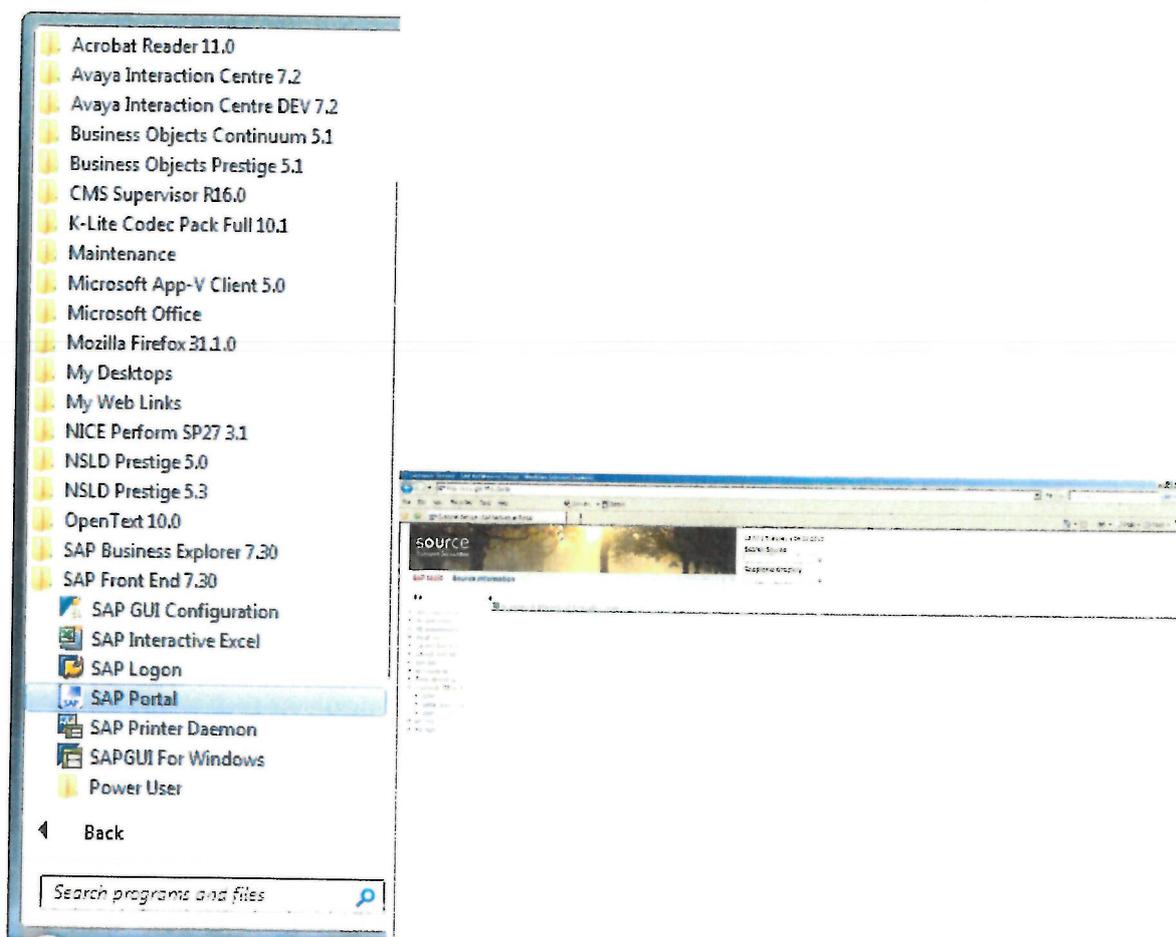
Business Partners contain the Customers Full Name; Address; Telephone Number; Email Address and Oyster card if applicable. They also contain any documentation or emails sent in via the Customer. If this information has any financial information such as a (Primary Account Number)/PAN Number this is redacted before the document is scanned in and attached to the service ticket. If any email contains financial information such as a PAN Number the email is deleted and not attached to the service ticket. If any service tickets are found to contain any financial information, they can be marked as sensitive which prevents any agents from viewing that service ticket.

The SAP systems are hosted by our SAP Basis (Technical) partner HCL-Axon and are physically in a DC in Northern Ireland – they are not in TfL DCs.

SAP CRM is not accessed via a URL, but by the SAPGUI application, which is deployed on all desktops. The SAPGUI is SAP's proprietary interface. When the GUI is configured, the information it requires is the instance number of the SAP application (02 in this case) and the IP address or Domain Name System ("DNS") entry for the application server. The SAPGUI then connects on the app server to an application called the Message server (which in the case of SAP CRM listens on port 3602) and this allows for the connection between the desktop and the SAP application server instance. The IP of the server on which the Message Server runs is 10.242.66.227.

### **Application Access Steps:**

1. Go to Start->All Programs->SAP Front End 7.30->SAP Portal
2. Select Customer Service -> CRM from SAP Portal to log into SAP CRM



## 2. Business Object

is a reporting tool used to produce reports on all Oyster card transactions, these include financial transactions; journey history; product history and registration details on the Oyster card.

It is used to validate both cash and card transactions. It shows data only for machines/stations owned by London Underground. Only less than 8 weeks of data is visible. Older data is saved in the underlying database but is not visible to the users.

### Data Held

Business Objects itself is only a reporting tool that is used to access the databases holding Oyster card information, such as registration; sales and journey history.

### Access

Access is managed via the Authority who will need to install Business Objects Continuum on to the user profile and create the user profile and allocate a password.

## 3. Graphical User Interface (GUI)

### Overview

Graphical User Interface (GUI) is used to interrogate the Oyster card Management System, which holds data relating to Travel Products held on Oyster cards and recent journeys made by the cardholder. For example, an agent can use GUI to

access details of an Oyster card and its possible owner. It can also be used to view a Customer's touch in/out journey history.

GUI accesses data stored on the Central System (CS) primary database to display following information.

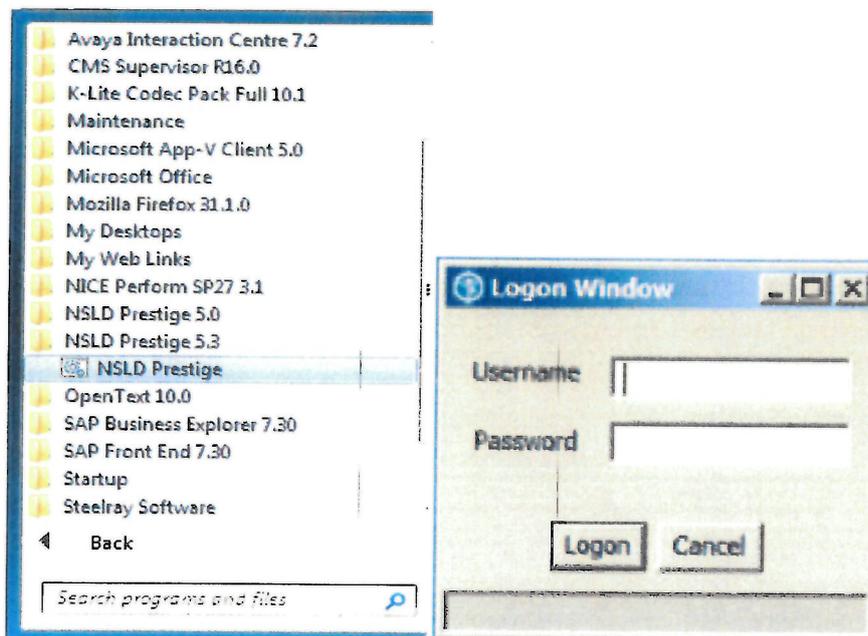
- Cardholder Details
- Card Details
- Recent Pre Pay Transactions.
- Hotlist Details
- Cardholder Search

GUI shows details of all cards (unregistered, register-online, registered-using form). Information from GUI is copied and pasted into CRM. The agents can also overwrite CS data via the GUI. This is used by Oyster and London Underground Customer Services.

The database contains the following Customer details. Full Name; Address; Phone Number; Email Address; Security Answer; Travel Products; Discounts Applied; Pay as you go value and Journey History.

#### Application Access Steps:

1. Go to Start->All Programs->NSLD Prestige 5.3 -> NSLD Prestige
2. Enter login credentials to login



#### 4. Oyster Extension on National Rail (OXNR)

##### Overview

OXNR knowledge base provides single source for looking up fares involving National Rail and TfL services. It is used to calculate journey cost.

OXNR provides a rich set of functionality including:

- Given a from/to location provides charge
- Given zones provide ticket costs for weekly, monthly etc.
- Station - address, map, pictures of key locations such as gate lines, POMS and TOM'S.

It is an html page hosted on a server which then includes other web sites as portlets on the main page. It accesses following external websites:

- OCC Fareviewer (<http://pdc2mcs003/FareViewer/>)
- TICC Journey Planner ([http://journeyplanner.tfl.gov.uk/ticc/XSLT\\_TRIP\\_REQUEST2?language=en](http://journeyplanner.tfl.gov.uk/ticc/XSLT_TRIP_REQUEST2?language=en))
- TfL Oyster network map (<http://www.tfl.gov.uk/assets/downloads/oyster-rail-services-map.pdf>)
- National Rail Enquiries (<http://www.nationalrail.co.uk/>)
- Google Maps (<http://maps.google.co.uk/>)

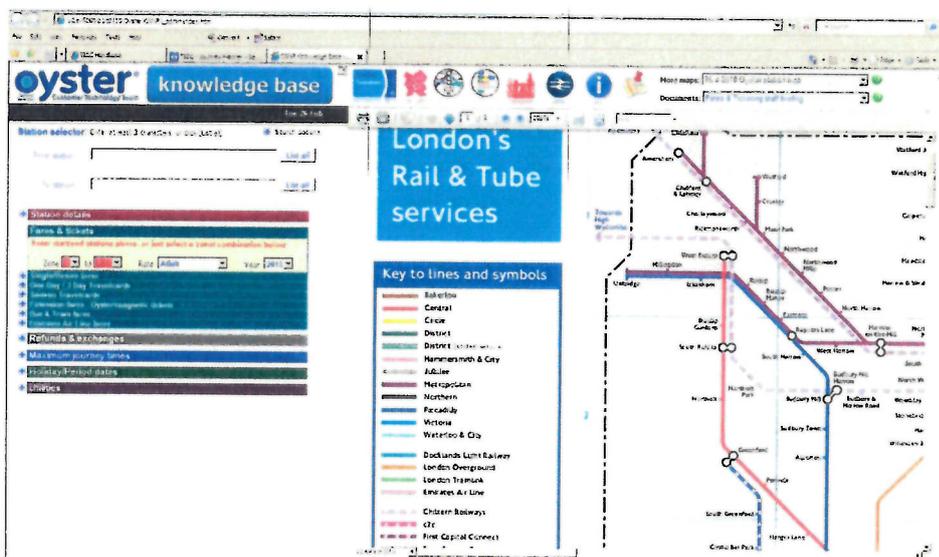
It also has a series of static links to the Train Operating Companies (TOC) websites and certain other pages of interest:

#### Useful links

- ▣ [Single Fare Finder](#)
- ▣ [TfL Journey Planner](#)
- ▣ [NR Journey Planner](#)
- ▣ [TfL Ticket Stop locator](#)
- ▣ [Bus fares and timetables](#)
- ▣ [Freedom Pass site](#)
- ▣ [Visit London site](#)
- ▣ [Nationwide Access Register](#)

### Application Access Steps:

1.) Enter \\Cisvfl008\b1it0153\Oyster\OXNR\\_admin\index.html in internet explorer.



## 5. Oyster Professional User System (OPUS)

### Overview

OPUS is the Authority owned web based application used by to process non Contactless Payment Card (CPC) refunds to the Customer. Refunds can be processed in several ways. Web Account Credit; BACS; Payment Card; or as an Ad-Hoc Load direct to the Customers Oyster card. OPUS is also used to approve refunds generated by agents.

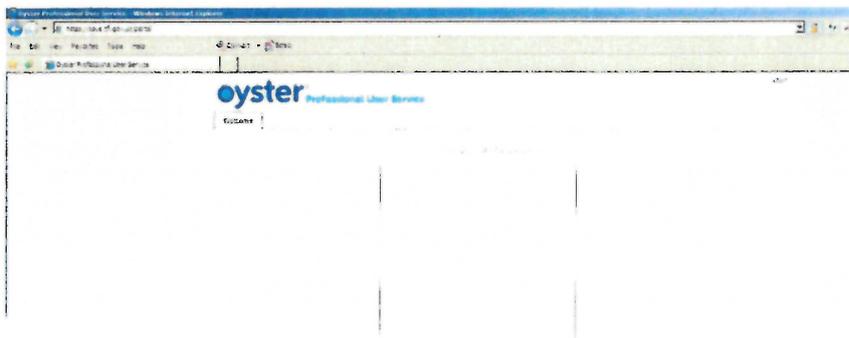
The OPUS website is also directly linked to the Oyster Online website on the TfL website.

Agents can access Customers online accounts as well as create online accounts for the Customer in order to process a refund. Refunds can also be processed directly to an Oyster card without the need for an online account; however this can only be done as an ad-hoc load. Agents can also replace any lost or stolen Oyster cards via OPUS. The OPUS contains access to the Oyster card Central System (CS), which holds data relating to tickets and products held on Oyster cards. It also accesses the off card details stored against the Oyster card such as Full Name; Address; Phone Number; Email Address; Security Answer; Travel Products; Discounts Applied; Pay As You Go(PAYG) value; Journey History and all online transactions including refunds.

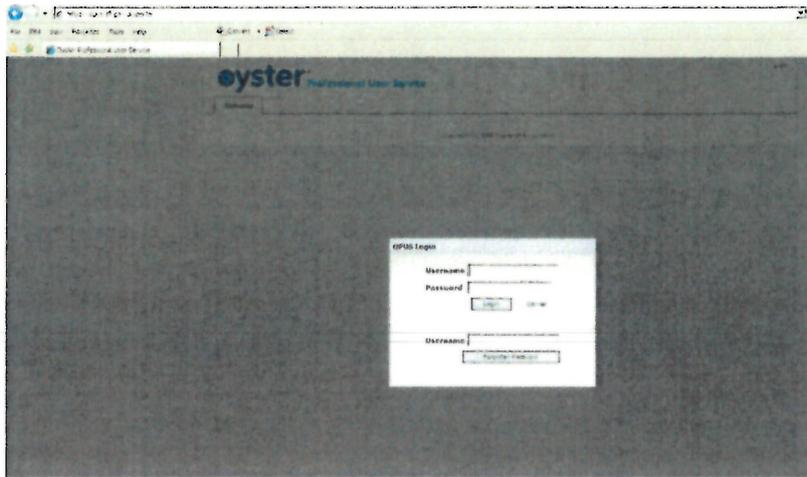
Agent can edit all the personal information or hotlist a Customer Oyster card via OPUS or make transactions on behalf of a Customer.

### Application Access Steps:

1. Enter <https://opus.tfl.gov.uk/portal> in internet explorer and press login button on top right.



2. Enter login credentials to login



## 6. OCTAGone

### Overview

OCTAGone is a web based application used to interrogate the Oyster Card Management System (CMS), which holds data relating to ticket products held on Oyster cards and recent journeys made by the Customer. For example an agent can use OCTAGone to assess a Customer's touch in/out journey history to resolve an entry / exit refund case. It also holds Oyster card owner details if the Oyster card has been registered.

The database contains the all transaction and journey history on a 56 day rolling basis. This shows all purchases of either Travel Products or Pay As You Go(PAYG) credit. It also shows all touches of the Oyster card on Oyster readers on the TfL network.

Agents have the ability to view the information held however they cannot edit any information displayed.

### Application Access Steps:

1. Enter <https://octagone.onelondon.tfl.local/> in internet explorer and press "Log On" on top right.