

# PAST PERFORMANCE – BGE (CONTACT MANAGEMENT)

<b>Industry</b>	Utility
<b>Name of Contracting Activity</b>	BGE
<b>Contract Number</b>	70089724
<b>Contract Type</b>	Time and Materials
<b>Total Contract Value</b>	\$5,500,000.00 Annually
<b>Project Officer</b>	Director Client Services
<b>Project Description</b>	
<ul style="list-style-type: none"><li>▪ Provides Predictive Dialer functionality for Collections and Smart Energy Activities</li><li>▪ Handle 160,000+ calls per month</li><li>▪ Responsible for O&amp;M on facilities and equipment in place to handle dynamic traffic volumes</li><li>▪ Consults regularly with BGE Apps Dev staff to ensure efficient queuing, routing, and automated call processing is both efficient</li><li>▪ Responsible for data collection, aggregation and analytics of all call data.</li><li>▪ Proficient users of Cisco Networks, Remedy Help Desk Ticketing, Proprietary CRM (CC&amp;B), Oracle , Crystal Reports, SQL, and Siebel CRM</li><li>▪ Generates recurring and ad hoc management, Quality Assurance, and Call Calibration reports</li><li>▪ Provides Staff of 85+ Customer Service professionals</li><li>▪ Labor Category - customer service reps, collections reps, QA staff, Tech Support reps, and Business Analysts</li></ul>	
<b>Hardware and Software Technologies Used</b>	
<ul style="list-style-type: none"><li>▪ O &amp; M on Avaya ACD, CMS products, and Aspect UIP Dialer</li><li>▪ Supported Witness QA and Monitoring products</li><li>▪ Proficient users for Cisco Networks, Remedy Help Desk Ticketing, Proprietary CRM (CC&amp;B), Oracle, Crystal Reports, SQL, Siebel CRM.</li></ul>	
<b>Customer Satisfaction</b>	
<ul style="list-style-type: none"><li>▪ Consistently was rated to be above all SLAs</li><li>▪ CAEI's team consistently grew at BGE while others decreased in size, or were eliminated.</li></ul>	

