Telecom Design Process

Attached is the IDEF0 model for the process. The times are given here:

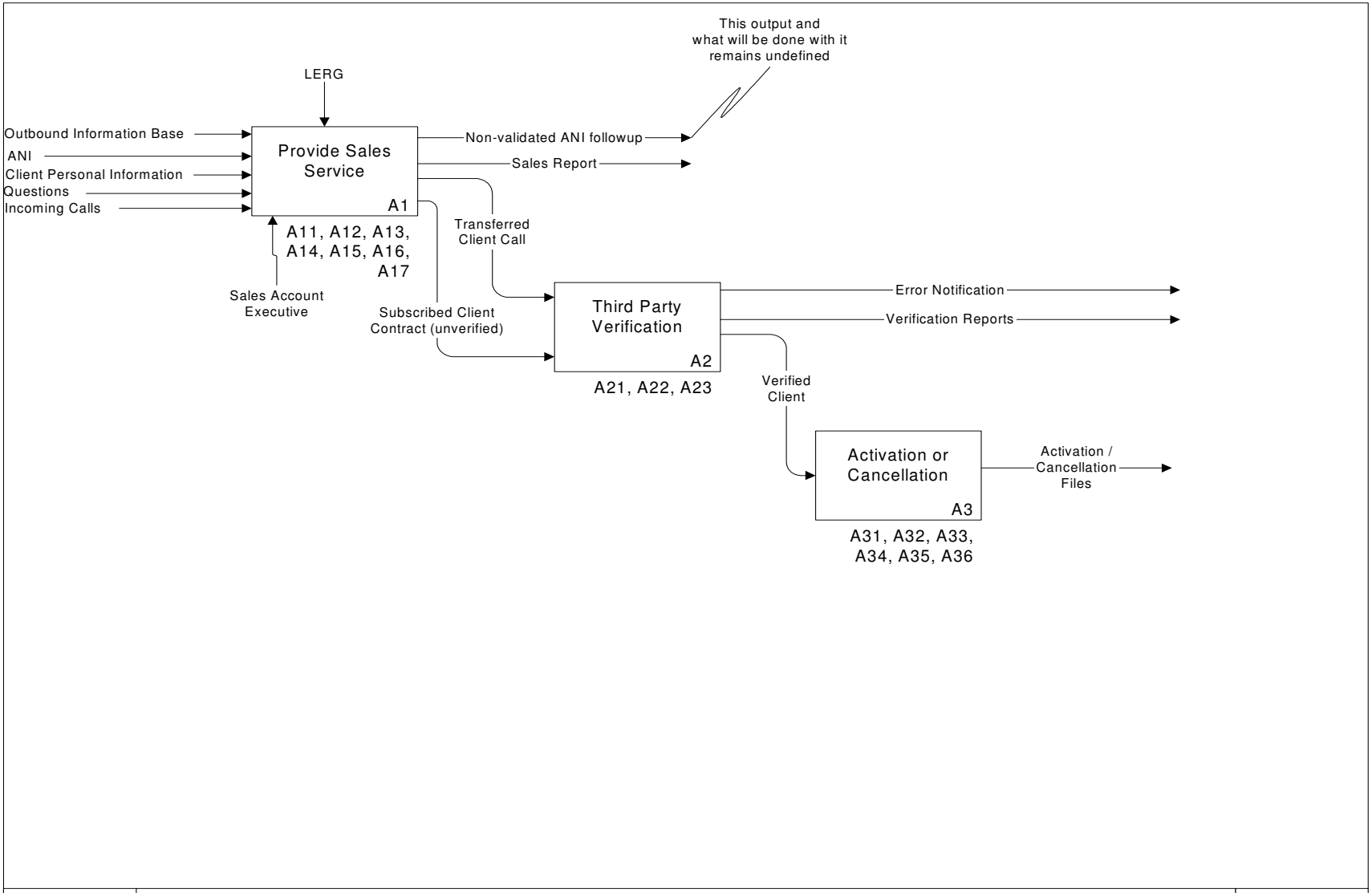
Task	Mean Time (minutes)
contact client/offer product	1.5
enter and validate ANI	1.25
Enter client information and validate address	3.75
enter residential plan to ANI	1.5
client subscription ANI verification	1.75
register client verification	0.75
generate interconnection files per LEC	2.25
update LERG Tables	0.5

For the tasks in the model not shown above, these tasks are done once per day (such as generating reports), or they are done off-line, meaning they are not part of the subscription workflow.

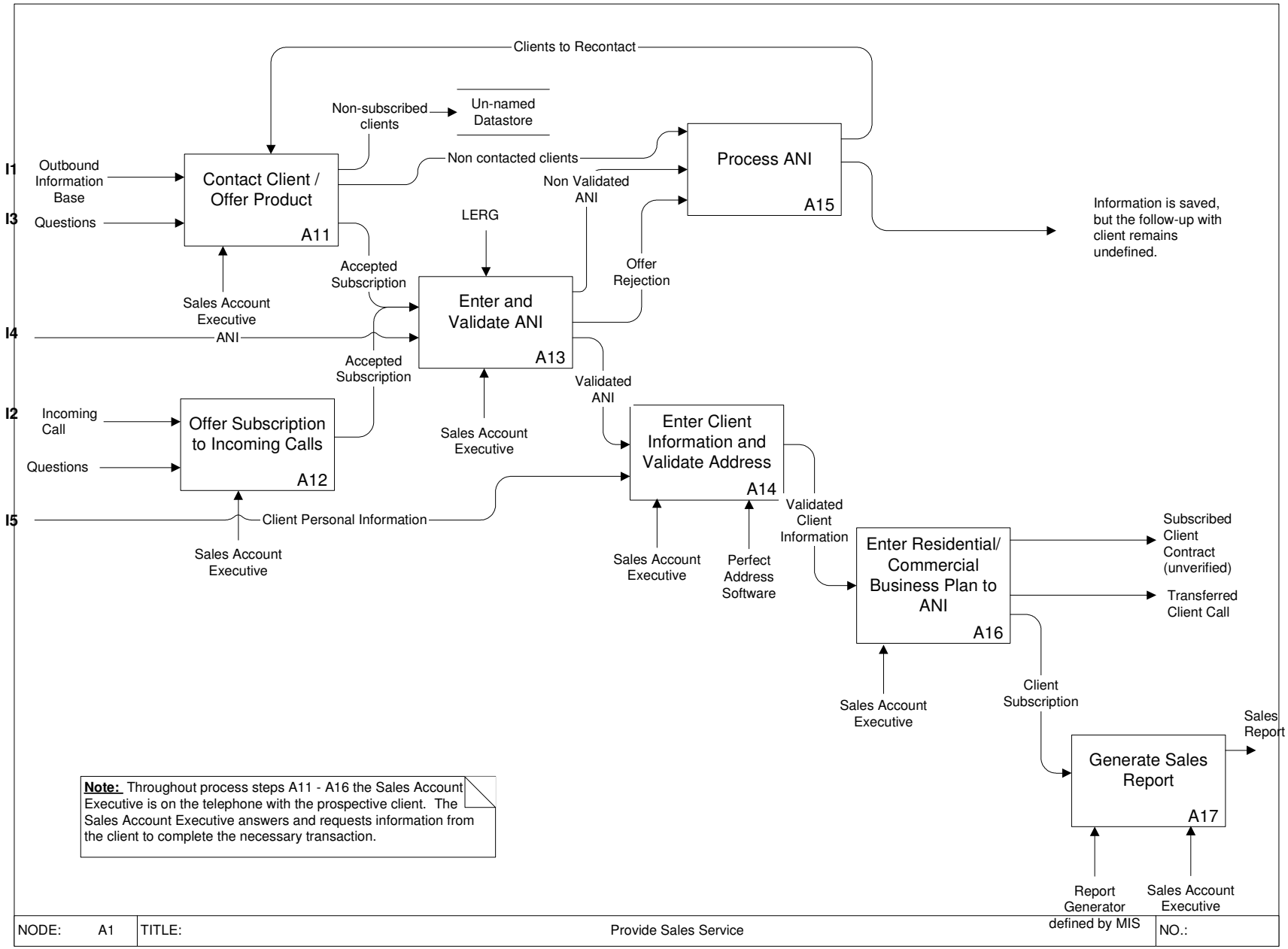
Note, the constraint that ANI verification must be done by the third-party provider.

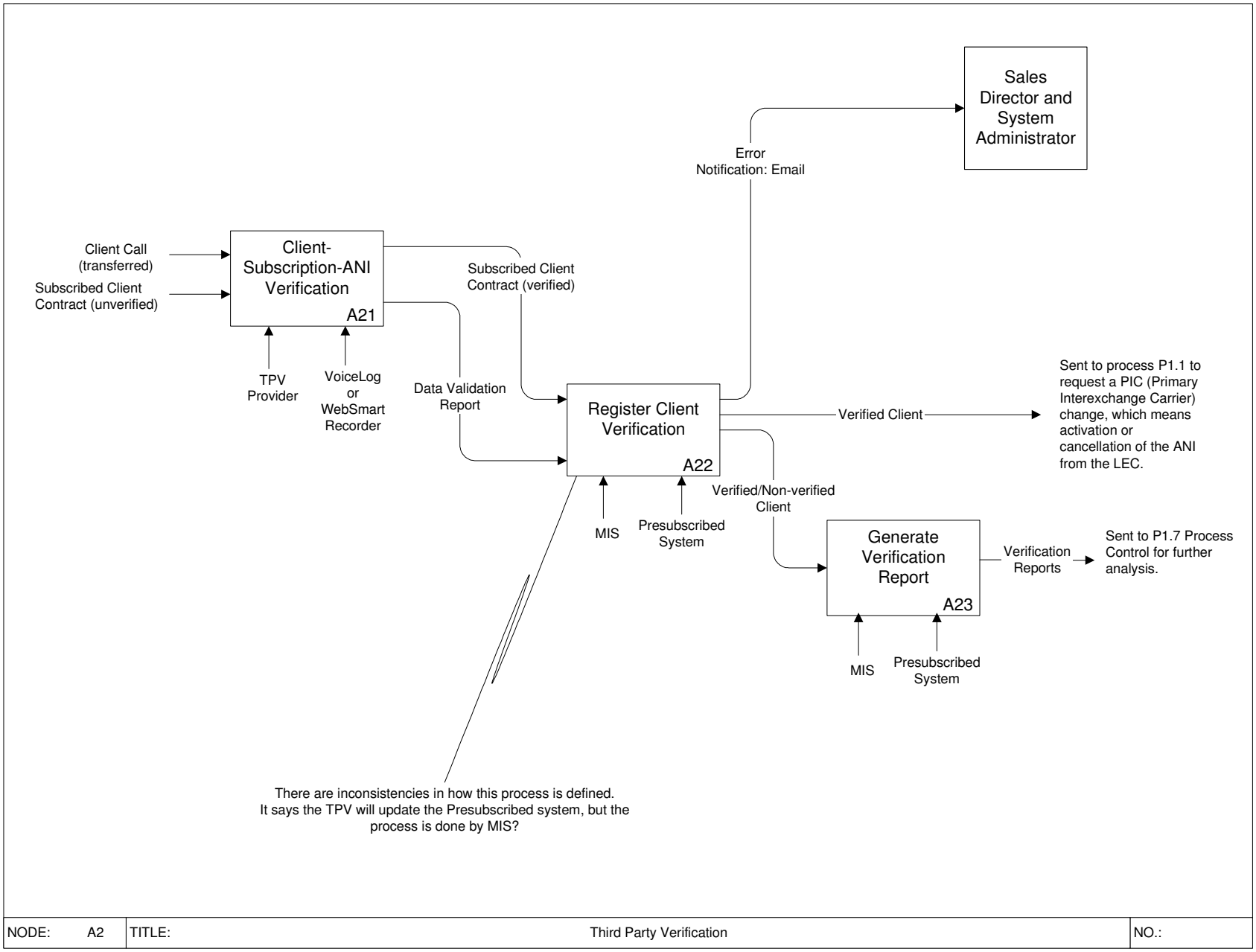
The company needs to do 30,000 subscriptions per year. Assume they only work Monday through Friday for 52 weeks in the year. Also, assume an effective 7 hour work-day with the other hour being taken up by administrative duties (such as generating the reports, etc.).

Also, assume that for each successful subscription, the agent makes 12 other unsuccessful calls. An unsuccessful call takes about 2-minutes on average to do (make the call, offer product, record any reason for not wanting product; or if the person is not home, enter number for calling again).

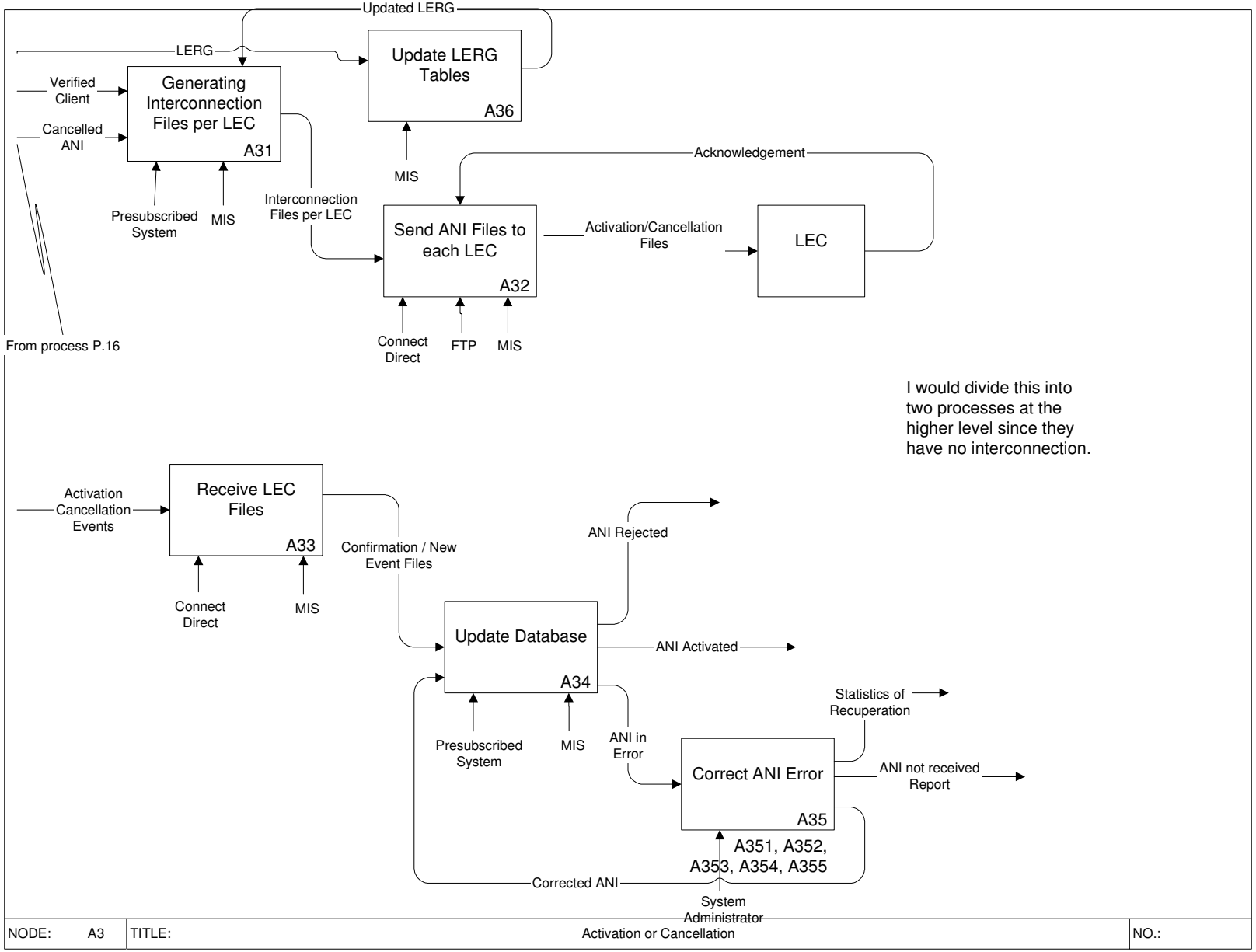


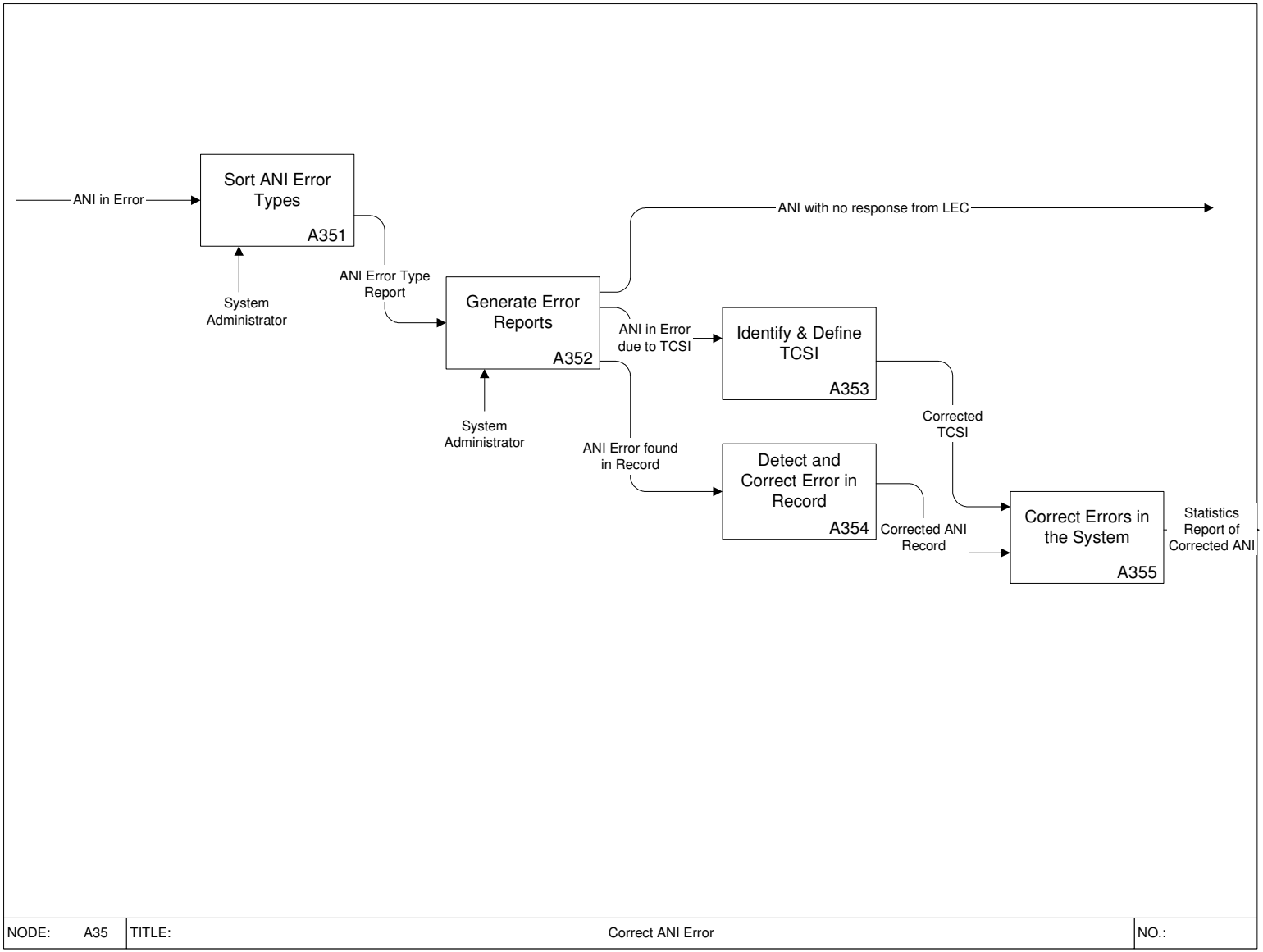
NODE: A0	TITLE: Presubscribed Telephone Service	NO.:


Clients to Recontact
Non-subscribed clients
Un-named Datastore
I1
Outbound Information Base
Contact Client / Offer Product
A11
Non contacted clients
Process ANI
A15
Non Validated ANI
I3
Questions
LERG
Information is saved, but the follow-up with client remains undefined.
Accepted Subscription
Offer Rejection
Sales Account Executive
Enter and Validate ANI
A13
I4
ANI
Accepted Subscription
Validated ANI
I2
Incoming Call
Offer Subscription to Incoming Calls
A12
Sales Account Executive
Enter Client Information and Validate Address
A14
Questions
I5
Client Personal Information
Validated Client Information
Subscribed Client Contract (unverified)
Enter Residential/ Commercial Business Plan to ANI
A16
Transferred Client Call
Sales Account Executive
Sales Account Executive
Perfect Address Software
Client Subscription
Sales Report
Generate Sales Report
A17
Report Generator defined by MIS
Sales Account Executive
Note: Throughout process steps A11 - A16 the Sales Account Executive is on the telephone with the prospective client. The Sales Account Executive answers and requests information from the client to complete the necessary transaction.
NODE: A1
TITLE: Provide Sales Service
NO.:



NODE: A2	TITLE: Third Party Verification	NO.:


Updated LERG
LERG
Update LERG Tables
A36
Verified Client
Generating Interconnection Files per LEC
A31
Cancelled ANI
MIS
Acknowledgement
Presubscribed System
MIS
Interconnection Files per LEC
Send ANI Files to each LEC
A32
Activation/Cancellation Files
LEC
From process P.16
Connect Direct
FTP
MIS
I would divide this into two processes at the higher level since they have no interconnection.
Activation Cancellation Events
Receive LEC Files
A33
Confirmation / New Event Files
ANI Rejected
Connect Direct
MIS
Update Database
A34
ANI Activated
Statistics of Recuperation
Presubscribed System
MIS
ANI in Error
Correct ANI Error
A35
ANI not received Report
A351, A352, A353, A354, A355
Corrected ANI
System Administrator
NODE: A3
TITLE: Activation or Cancellation
NO.:



NODE: A35	TITLE: Correct ANI Error	NO.: