

CASE STUDY

HUMAN ERROR OCCURRENCE (HEO) APPLICATION

InfoFaces
Thinking Straight Ahead

www.infofaces.com



InfoFaces designed and implemented a new, flexible and highly configurable application portal that tracks ticket action progress and their impacts, allows the client to take service improvement action, improve overall efficiency, greatly reduce the time taken to process the customer's ticket related issues and an upstanding user interface to make it look more elegant, intuitive and responsive.

THE CLIENT

One of the premiere provider of global telecommunication services across the globe, providing core transport, IP, voice, video, and content delivery for medium-to-large Internet carriers in North America, Latin America, Europe, and selected cities in Asia with cost-effective, high-bandwidth access, highest quality network experience to the customers.

PROBLEM STATEMENT

During the order process, number of issues come up. To address these issues, our client used to create a case for every issue that comes up but void of any team or category to assign and handle the issue. Our client felt the heat of settling down issues immediately and approached us for a solution. InfoFaces built and developed a HEO portal, an intranet application that empowers the users to free the issues related to untoward tickets raised by any customer by holding accountability on the HEO related ticket.

SOLUTION OVERVIEW

InfoFaces designed and implemented a new, flexible and highly configurable application portal that tracks ticket action progress and their impacts, allows the client to take service improvement action, improve overall efficiency, greatly reduce the time taken to process the customer's ticket related issues and an upstanding user interface to make it look more elegant, intuitive and responsive. InfoFaces' team provided following solutions to the client:

- ✓ Real time auto pull of order detail from order entry/workflow system which has defect or issue flagged
- ✓ Built with workflow system to manage the ticket (Ticket status, Responsible Team, Ownership)
- ✓ Transparency to leadership
- ✓ Action oriented auto email trigger notification
- ✓ Auto daily and weekly report trigger to specific distribution list

Dashboard View

- ✓ Overall view of complete, new, validated and dispute tickets
- ✓ Risk analytics based on type of issue been tracked and SLA measurement
- ✓ 'Completed' and 'Work-in-Progress' tickets view by month, department and responsible team
- ✓ Multi-dimensional view based on ticket classification and fix/resolution category

BENEFIT REALIZATION

- ✓ Transparency to leadership
- ✓ Accountability on tickets
- ✓ Built in workflow and process
- ✓ Reduced End to End Cycle Time
- ✓ Resolution throughput against Service Level Agreement (SLA)
- ✓ Solution oriented approach and helps in decision making to avoid future defects and any training opportunities to team

[Documentation](#)

Dashboard
Search HEO Cases
Analytics
Global Search
Welcome

General

CaseID	ST001809638	HEO ID	1404	Root Cause	TN / TG REMOVE / RESTOF
Service Identifier	TGN 13155, BTN 770-743-3i	Status	New	Org Rollup	Sales
Ultimate Customer Name	ALTA COLLEGES, INC.	Case Title	FEATURE PROBLEM		Subtype Details
Outage Reason	TN / TG REMOVE / RESTOF	Ticket Owner	Jones, James L. (James)		Case Subtype
Outage Case Close Date	6/29/2015 9:45:46 PM	Responsible Team	ftw Sales		MRR

Accept
Dispute
Complete
View Actions
View Notes

All Organizations- InDispute

Export

Case ID: Service ID: Customer:
 Raise Agent: Cause Agent: Responsible Team:
 Outage Reason: Fix Type:

Raise Agent	Case_ID	Service Identifier	Responsible Team	SLA	SLA Category	Dispute SLA Date	Dispute Category
	7473314	FRO2005195224/FRO2005195221VF	NA Activations & Scheduling	4/10/2014 2:41:08 PM	Missed SLA	5/8/2014 12:00:00 AM	Past SLA
	7588001	no sid found	NA Provisioning - Disconnects	4/14/2014 12:21:55 AM	Missed SLA	5/8/2014 12:00:00 AM	Past SLA
	7390748	BCMM1663	NA Provisioning - Disconnects	4/14/2014 12:21:55 AM	Missed SLA	5/7/2014 12:00:00 AM	Past SLA
	7477097	FRO2003398925	NA Provisioning - Disconnects	4/14/2014 12:21:55 AM	Missed SLA	5/7/2014 12:00:00 AM	Past SLA

Dashboard Search HEO Cases Analytics Global Search Welcome

Home > Dashboard Choose Organization: All Organizations

Welcome to the HEO Portal

Actionable HEO's, All Organizations, rolling 6 months, standard SLA = 3 business days

