



TRX Queue Management

TRX Queue Management is a hosted workflow management utility for multi-location and/or multi-account travel operations teams to manage transactional tasks, track agent productivity, and identify process error trends.

The screenshot displays the TRX Queue Management interface for a specific task, J3PW2X. The interface includes a header with the task ID, a clock showing 5:33, and the user name Sean Bloomer. On the left, there are buttons for 'Auto', 'Get Next Task', and 'Create Task', along with a table of '3 Paused Tasks'. The main area shows task details: Account: Delphi Leisure, GDS / Queue: APOLLO / Ticketing Queue 21 - 1A3B, and Source (Id): 1A3B (21). Below this, there are sections for 'Diagnostic' and 'Resolution' with checkboxes for various error types and actions. On the right, there are buttons for 'Done', 'Pause', 'Escalate...', and 'ReQueue', along with links for 'Logout', 'Take Break', 'Go Home', and 'Supervisor'.

Task	Queue	Created
J3PW2X	Ticketing Queue 21 - 1A3B	Mar 6, 2:07 PM
F5RDSX	Ticketing Queue 21 - 1A3B	Mar 6, 2:19 PM
HWV4MP	Ticketing	Mar 6, 2:19

WHY QUEUE MANAGEMENT?

Our solution empowers operational teams to:

- > Guarantee service levels through improved visibility and reporting
- > Enable scale with existing resources by improving agent utilization
- > Manage multiple locations as a single entity
- > Quantify development and reengineering priorities based on cost/benefit
- > Improve billing and cost allocation via activity based costing per task and account

The following components comprise the application:

Queue Manager:

Queue Manager sweeps GDS or Airline Host system queues and serves transactions to agents through a Web-based interface. The application provides queue-monitoring functionality that allows for real-time assessment of queue levels and the redistribution of work as appropriate.

Skill Set Routing:

Skill set routing allows operational management teams to assign agents to queues based on individual skill sets and account-specific knowledge. The utility can manage the workflow based upon account or queue priorities and agent skill sets to maximize the efficiency and effectiveness of each agent.

A clean and simple interface tracks agent activity time against best practice standards and enables agents to categorize their actions, including specific errors present in the record.

FEATURES

Agent Utilization Tracking:

Queue Manager is able to achieve 98% agent utilization tracking enabling operational teams to easily reconcile paid hours with agent activities. The application provides categories for both work and paid-but-not-utilized activities (e.g., lunch, training, breaks). Using Queue Manager's agent utilization tracking features, one client was able to increase staff utilization 35%.

Reengineering Priorities:

Queue Manager categorizes transaction types based on queue and account. With Queue Manager, agents only have to provide activity details and resolution information for actions performed – saving time and improving categorization accuracy. Clients are able to use transaction information to develop new automation, training, and policy changes to drive down errors and rework. An existing Queue Manager client was able to increase their touchless transactions by an average of 150,000 transactions per month resulting in significant savings.

Reporting:

Queue Manager offers reports that track agent and department productivity, types of transactions processed, and categories of errors by agent and transaction type. Visibility into agent activities and productivity metrics provide operational teams with objective data for agent incentive programs and performance reviews.

Activity Based Costing:

Queue Manager makes activity-based costing an easy process, helping operational teams to quantify and reduce the cost of providing their services. In doing so, Queue Manager enables operational teams to offer more competitive pricing and earn more business. One current operational team was able to increase billable items by 13%.

First Name	Last Name	Location	Department	Supervisor	Login Time	Recent Tasks
Supagent	Adms	5th floor test	EAD	SOFFY SOFFY by Toms 2222	Mon Jan 22, 2006, 1:42 PM	Queue: Urgent Projects Task Key: 21102_2 Processed Time: Jan 22, 3:45 PM
Supagent	Adms	5th floor test	EAD	SOFFY SOFFY by Toms 2222	Mon Jan 22, 2006, 10:09 AM	Queue: Urgent Projects Task Key: 21102_2 Processed Time: Jan 22, 3:45 PM

The User monitor offers valuable insight into the current staffing per location and previous workload per user.

Queue	Account	QOS	Priority	Tasks	Users	LPT	Oldest	SLA	TOPSLA	Actions
Urgent Projects	TRX Ticketing	SABRE_ABD0	1	21	4		Thu Aug 26, 2005, 10:21 AM			Modify Queue
Confirmations	SABREY ACCOUNT	SABRE_ABD0	4	3	4		Thu Aug 18, 2005, 10:51 AM			Modify Queue
Cancellations	SABREY ACCOUNT	SABRE_ABD0	7	5	4		Thu Aug 18, 2005, 11:23 AM			Modify Queue
Outdated Request	SABREY ACCOUNT	SABRE_ABD0	8	1	2		Wed May 13, 2005, 11:19 AM			Modify Queue
Requests	SABREY ACCOUNT	SABRE_ABD0	10	1	2		Thu Aug 18, 2005, 11:48 AM			Modify Queue
escalate 1	TRX Ticketing	SABRE_ABD0	10	9	2		Tue Feb 24, 2005, 3:43 PM			Modify Queue
escalate 2	TRX Ticketing	SABRE_ABD0	10	3	4		Thu Oct 20, 2005, 12:14 AM			Modify Queue
escalate 3	TRX Ticketing	SABRE_ABD0	10	6	4		Thu Jan 6, 2006, 2:15 PM			Modify Queue

The Queue Monitoring feature provides supervisors with a snapshot of all agents' workload, helping to assess staffing levels, SLA compliance, and metrics such as oldest outstanding record on queue.

Call +1 404.929.6100, email trxsales@trx.com or visit trx.com for more information.

TAKE ACTION WITH TRX QUEUE MANAGER

