

Process Automation

LTVelocity Optimization Methodology

LTV Partners leverage years of operational and leadership expertise to provide clients with unparalleled solutions through the use of the LTVelocity Optimization Methodology principles. These principles are a foundation from which LTV coordinates with clients to deliver targeted solutions to meet individual needs, such as process automation.



Challenge

All customer service operations occasionally have the need for the cleanup of large numbers of accounts, large-scale product adds and deletes, and the implementation of operational and back office changes. These activities are usually driven by new service additions, rate changes, wholesale changes to addresses or equipment, or user defined elements of the database may need to be changed en mass. These tasks tend to be very labor-intensive and repetitive and most organizations take the “brute force” approach of diverting large numbers of people from their regular activities to get the job done.

LTV Partners can give you back valuable service representative and billing administrator time by automating many of these functions for your company.

LTVelocity Process Automation Optimization Methodology

There are many standard daily procedures in a call center, a technical service support center, or in the back office administration of a billing system. These tasks need to be performed over and over again, and consume valuable time. LTV Partners has experience in automating these tasks and minimizing their impact on your call center or support teams.

We will meet with your team to understand your process and determine exactly what is needed. We gather data, consider options, and devise a plan for automation. Depending on the requirements, the solution may take various forms. We often use Visual Basic scripting to accomplish the needed results. Visual Basic is very flexible and allows for variable inputs and the recording of outputs. We have addressed needs such as:

- Mass address adds or changes
- Rate changes with 30,000+ modifications
- Maintenance of regular campaigns and enhanced campaigns
- Building prerequisite requirements
- Building accounts for conversions
- Transferring balances
- Correcting Pay-Per-View charges or other billing errors
- Applying mass adjustments
- Building new product launches

The number of projects that can benefit from LTV Partners process automation solutions is almost limitless. We have assisted CSG clients with literally hundreds of task automation projects and have an extensive, field-proven library of Visual Basic scripts already written that address most process automation needs. Sometimes these scripts require some degree of customization for our clients, but the LTV Visual Basic Library greatly expedites the implementation the process. Some changes may require keyboard macros when entry through a Graphical User Interface (GUI) is required and LTV Partners has extensive experience with this type of solution.

LTV's Process Automation services involve LTV Partners processing the changes based on input data provided (we can assist in creation of input as well), with output data provided following the process.

Results

The end result of your engagement with LTV Partners should be completion of the defined project in a far shorter timeframe and with greater accuracy than if the project were attempted with manual entry by the client's employees. We always provide input documents for client pre-approval and output documents verifying the work was completed as defined.

