# Reflection of Assumptions

The purpose of the implementation of an information system for the major travel company is to improve the operation of their in-house call management centre. The operations of the in-house CMC can be broken into two distinct operations each of which have their own associated assumptions.

A key assumption that has been made is that any feature that the information system is going to provide to the call management centre DOES NOT currently exist in the CMC in any form.

**Call Centre**

* RMs have profiles but there is no tool that would enable them to be matched to suitable customers
* Customer profiles are not being fully utilised
* RMs at times deal with customers enquiring about packages outside of their expertise

**Inbound assumptions**

* Customers are routed to first available RM and not currently matched based on RMs skill level
* Call flow rate during busy hours is slow resulting in long holding times
* No system that currently scores (prioritises) customers
* Customers are left on hold until redirected or they hang up

**Outbound assumptions**

* RMs call from a list of customers with no ordering or tailoring towards that RM’s skills or profile
* Calls made are often lacking substance due to lack of knowledge of the customer and a clear direction of conversation