# 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 on any other criteria such as RMs skill level
* Call flow rate during busy hours is slow resulting in long holding times on staff lines
* 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 in knowledge and resources to adequately serve customers in an efficient manner