

# WorldReach Software

## Extended Hours



Extended Hours is a Ministry of Foreign Affairs (MFA) specific application that has been designed with and for MFA's operations call centre staff. Extended Hours supports call handling and logging, from acting as Headquarters' 24/7 central contact point to identifying developing events to responding to out-of-hours emergency service requests from citizens all over the world.

### INTELLIGENT CALL HANDLING

MFA operations call centre staff are trained to triage/prioritize the forwarded calls to determine the seriousness and urgency of each request; provide initial advice and get in touch with local mission staff if needed. Extended Hours has the ability to recognize repeat callers and build upon their initial consular service request. Additionally, Extended Hours facilitates the transition between multiple call centre shifts by seamlessly sharing information amongst call handlers.

With regards to call handler logging, Extended Hours aids call centre staff with a detailed, yet simple to use log record screen. This feature guides the call handler to not only jot down pertinent information but it also facilitates problem resolution by giving the call handler readily-accessible information to various service inquiries and requests.

A log of all entries as well as the associated reports can be used to produce statistics on the number and type of assistance being requested. These serve as a snapshot for management of the inquiries handled and can be a valuable tool during increased demand for service.



### EMERGENCY SERVICES

With the nature of supporting service requests from citizens globally across all time zones, it is expectant that the call centre operations will at times see a surge in call volumes. Extended Hours is optimally suited to accommodate consular best practices while steadily serving high call volumes.

Extended Hours has several features to aid the call taker in handling large masses of calls from citizens in an efficient and swift manner. These features include: call-handler hot buttons, the display of multiple windows and logging templates.

### UNIFORM CONSULAR SERVICE DELIVERY

Extended Hours supports centralized call centre operations, which takes the reliance off the individual missions during after hours, temporary case overloads or office closures due to holidays, and centralizes call handling responsibilities to the operations centre. To ensure the immediate and consistent handling of a multitude of service requests, Extended Hours has built-in automatic entry of dates and assignment of cases and messages, thus resulting in uniform service delivery through all MFA missions.

### COST EFFECTIVENESS

MFA's that rely upon an operations call centre to handle consular inquiries have found that the majority of these issues can be resolved directly over the phone, postponing or in some cases eliminating the need for intervention from embassy staff until regular office hours. By handling the majority of these consular requests centrally, it allows the MFA to operate normal and even scaled-back office hours globally across embassies and consulates.



## INTEGRATED WITH OTHER CONSULAR APPLICATIONS

Extended Hours is designed with the specific call centre consular user in mind with customizable action buttons on the call handler screen that allow the call handler to automatically alert to the appropriate case manager when a consular service request has been placed. Extended Hours has been designed to work with WorldReach's AssistReach and PassportReach solutions and can be integrated into other MFA systems. Links to AssistReach allow consular service requests to be converted into a case management file and worked through AssistReach. The link to PassportReach covers lost and stolen passports as well as the approval for Emergency Passports in urgent situations.

## FEATURES

- Supports an extended hours operations centre model
- Desktop Application
- Ability to handle high call volumes
- Supports multi-tasking of the call handler by facilitating multiple screens to be displayed
- Ability to identify repeat callers
- Action item buttons can promptly notify a specific case manager to a consular service request/inquiry
- Logging functionality of all consular service requests
- Detailed reporting on number of calls, types of calls, etc.
- Allows operations officers to record calls received

## BENEFITS

- Log entries are recorded and reported in a standardized format and available immediately
- Provides a built-in measure of accountability in regards to proper handling of each service request
- Facilitates initial emergency services for citizens during after hours for missions abroad
- Allows for immediate access to up to date statistics on workload for resource management and budget purposes as well as day to day workload management
- Supports 24/7 provision of advice and information requests of a routine nature outside normal office hours
- Cost-effectiveness – reduction in overseas after hours requests resulting in significantly lower call-outs of consular staff outside office hours



### A Proven Consular Partner

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