

The most ADVANCED INTEGRATED PC CONSOLE SOLUTION servicing the Canadian National Defense



KOMUTEL... the Innovative Solutions!

The Canadian National Defense

The activities of the Canadian Forces and the Department of National Defence, like those of every other federal government organization, are carried out within a framework of legislation that is approved and overseen by Parliament.

Together, the diverse elements of the Defense Portfolio provide the core services and capabilities required to defend Canada and Canadian interests, and form an important constituency within the broader Canadian national security community.

The Canadian Forces, outlining a level of ambition that will enable the CF to maintain the ability to deliver excellence at home, be a strong and reliable partner in the defense of North America, and project leadership abroad by making meaningful contributions to operations overseas.

Case Study

The Canadian National Defense Call Center's main function for the Department of the Canadian Forces based in St-Jean-Richelieu, Quebec, is to respond and provide support to their Canadian Soldiers based around the world for more than 30 Canadian Force sites.

Providing Soldiers and their families with peace of mind during critical missions is essential.

Challenge

The Canadian National Defense must maintain the ability to deliver excellence to the Soldiers serving their country. With more than 10,000 calls per day and 35 attendants responding to Soldiers abroad, The Department of the Canadian Forces required first-class, modern military, well-trained and a well-equipped system ready to take on the challenges of the 21st century while reducing the attendants work load.

The Solutions

Komutel's Solution for integrated Telecommunications was a perfect match for the **Canadian National Defense's Call Center**.

The Call Center can now provide the Canadian soldiers a quick and efficient transfer enabling them to speak to their family or military base. The attendants now have the ability to perform other tasks and services that enhance the quality of life of the CF community, and support the dedicated men and women who serve our country.

The **Canadian National Defense's Call Center** also selected the Call recording and SIT web options to maximize quality control. The Web module enables Call recording management via the internet.