



CUSTOMER TICKETING AND TRACKING SYSTEM (CTATS)

**For Marine Corps Base, Camp Pendleton,
Distribution Management Office
Contracted Through MCI West**

OVERVIEW

The Customer Ticketing and Tracking System (CTATS) solution is designed as a total Customer Queue Management solution for the Marine Corps Camp Pendleton Distribution Management Office (DMO), Marine Corps Base, Camp Pendleton, CA. DMO supports and services a customer base of 50,000 Marines and their families in the areas of separations, retirements, deployments, permanent change of station and incoming personnel. The role of CTATS is to facilitate customer service by allowing virtual interaction between the Customer and DMO Agent for the Check-In Process. DMO CTATS utilizes three interfaces to integrate the customer service experience: an interactive touch-screen kiosk, a status monitor and an internal custom web application.

PURPOSE

DMO CTATS accepts customer input to generate a chronological place in the queue that appears on the plasma television screen in the customer lobby. The system does not require the customer to track a printed ticket. Instead, customers are alerted to their queue status in real time. The queue status is monitored simultaneously by DMO Agents on their individual workstations. DMO Agents initiate contact for individualized personal service when a customer reaches the top of the queue. Through agent-specific user accounts, agents are able to perform advanced queue management operations and obtain detailed reporting of operational metrics. DMO CTATS increases performance and improves customer experience by reducing the waiting time experienced by Marines and their families.

TECHNOLOGY

CTATS was built using SQL, Apache and Javascript on a Windows platform. Using SOA technology, the system is fully scalable and extensible.