

Dispatcher - L1

The dispatcher role is very critical for L1 members. The job of a dispatcher for L1 is to monitor the queue and assign the tickets to the members with the right skills.

CGI is expected to receive 300 tickets per day. This includes IS-CGI-L1-AM, IS-CGI-L1-NONSAP and IS-CGI-L1-SAP.

The number of tickets that we receive in Access Management and SAP is more than Non-SAP.

In case of a P1 or a P2 ticket, L1 team needs to respond immediately (less than 15 minutes to acknowledge) , therefore it is essential that the dispatcher assigns the ticket to the agent immediately.

An L1 Dispatcher (especially in the Europe / S2 shift) has about 10 minutes per ticket and he needs to ensure that he classifies or sends the ticket to the person with the right skills.

Step-by-step guide

Dispatcher Monitoring & Assigning to agent

1. Monitor the queue
2. You may belong to IS-CGI-L1-SAP, IS-CGI-L1-NONSAP or IS-CGI-L1-AM team
3. When you get a new ticket, check whether it belongs to CGI. Check the [routing matrix](#) for more clarifications.
4. If it does belong to CGI, check whether it has been assigned to the right team. For e.g. if a QlikView ticket is assigned to IS-CGI-L1-AM, re-assign the ticket to IS-CGI-L1-NONSAP
5. Assign the ticket to the right member. Right member depends upon shift timing, leaves and skill set.
6. Agents are present in Europe (France, Portugal, Italy and Spain) and India. There are three shift timings -
 - a. S1 (7:00 AM to 4:00 PM - IST),
 - b. S2 (12:30 PM - 10:00 PM - IST) and
 - c. S3 (10 PM - 7:00 AM).
7. If a dispatcher is from IS-CGI-L1-AM, he can assign the ticket to the members of IS-CGI-L1-AM. However, if the ticket does not belong to Access Management, but some other group, he is only allowed to change the group. He should not assign it to an agent of that group. This is because you are not aware of the leave / shift plans of that member. There are dispatchers in that group who will look into the leave / shift plan and assign to the right agent. This is especially important from a response SLA point of view as well.
8. L1 Dispatcher does not update a ticket. It is the agent who should update the ticket and add private notes for clarification etc...



1. In case translation is required, agents(L1/L2/L3) should directly request L0 for translation. It is not the job of dispatcher to request for translation.
2. In case additional information is required from user, agents should directly request user (in case of English) and reach out to L0 (in case of local language).
3. L1 dispatcher's job is mainly to direct flow of tickets from Solvay to the right team / member in CGI and not the other way around.

Related articles

- [Hotline - L0 / CGI](#)
- [Dispatcher - L1](#)
- [What should I do if Hotline rings ?](#)