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Enterprise Service Desk – Covid-19 Pandemic Update

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The WBM Enterprise Service Desk is experiencing unprecedented call volumes in supporting our customers as they implement their Business Continuity Plans this week. Supporting our customers as well as enacting our own BCP protocols will have an impact to the systems and agents on the Enterprise Service Desk.

The following is an outline of the current issues and actions that are being implemented:

- **High call volumes:** We are adding an additional message to let users know that wait times will be increased due to high volume. Our focus for our agents is on call quality and following our WBMCARES methodology with each interaction.
- **WBM BCP Plan:** Over the course of the next 48 hours we will be transitioning our service desk agents to a work from home scenario as a precautionary measure and to provide some isolation.
- **Maximum call capacity:** This morning we reached the technical limitations of our systems in terms of inbound call handling capability. This resulted in calls that did not go through to our service desk.
 - We have adjusted our call trunking to add more capacity and will continue to monitor this situation and adjust as required.
 - We have also requested additional bandwidth from our providers

As you are well aware, the COVID19 virus has disrupted business, sport and travel as well as many lives around the globe. The situation is rapidly evolving and WBM is responding as quick as we can and working closely with our customers to understand their plans and how we play a role in either remote support or in alternative work plans or shut downs.

If you have questions or require immediate assistance please reach out to your WBM Account Manager and they will be happy to assist.

We will continue to communicate throughout this unusual and unprecedented situation.

Stay safe,

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