



Information Technology

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CISCO Contact Center

CISCO Contact Center Express and Workforce Optimization

Solution for richer unified communications



CISCO Contact Center

- Secure, virtual customer interaction management solution
- Offers comprehensive call routing, call/screen recording and reporting capabilities
- Replacement existing phone system with Voice over IP (VoIP) phones
- Higher resiliency to failures than current Avaya system

Contact Center: New Functionality for Staff

- Phase I (September 2017):
 - Instant Messaging
 - Corporate Directory
 - Video Conferencing
 - Screen Sharing
 - Voice (PC to PC)
 - Presence: ability to collect and communicate across multiple devices user status/availability
 - Jabber for Mobile: multi-device collaboration including voice, instant messaging, video, voice messaging, desktop sharing and conferencing



Contact Center: Phase I Milestones

- IT Help Desk deployment: July 2017
- User acceptance testing completion: August 11th
- User training start: Week of August 21st
- Migration/cutover: September 15th – 29th
 - Members and staff
 - Like for Like (Avaya to Cisco baseline)
 - Finesse: Agent call desktop

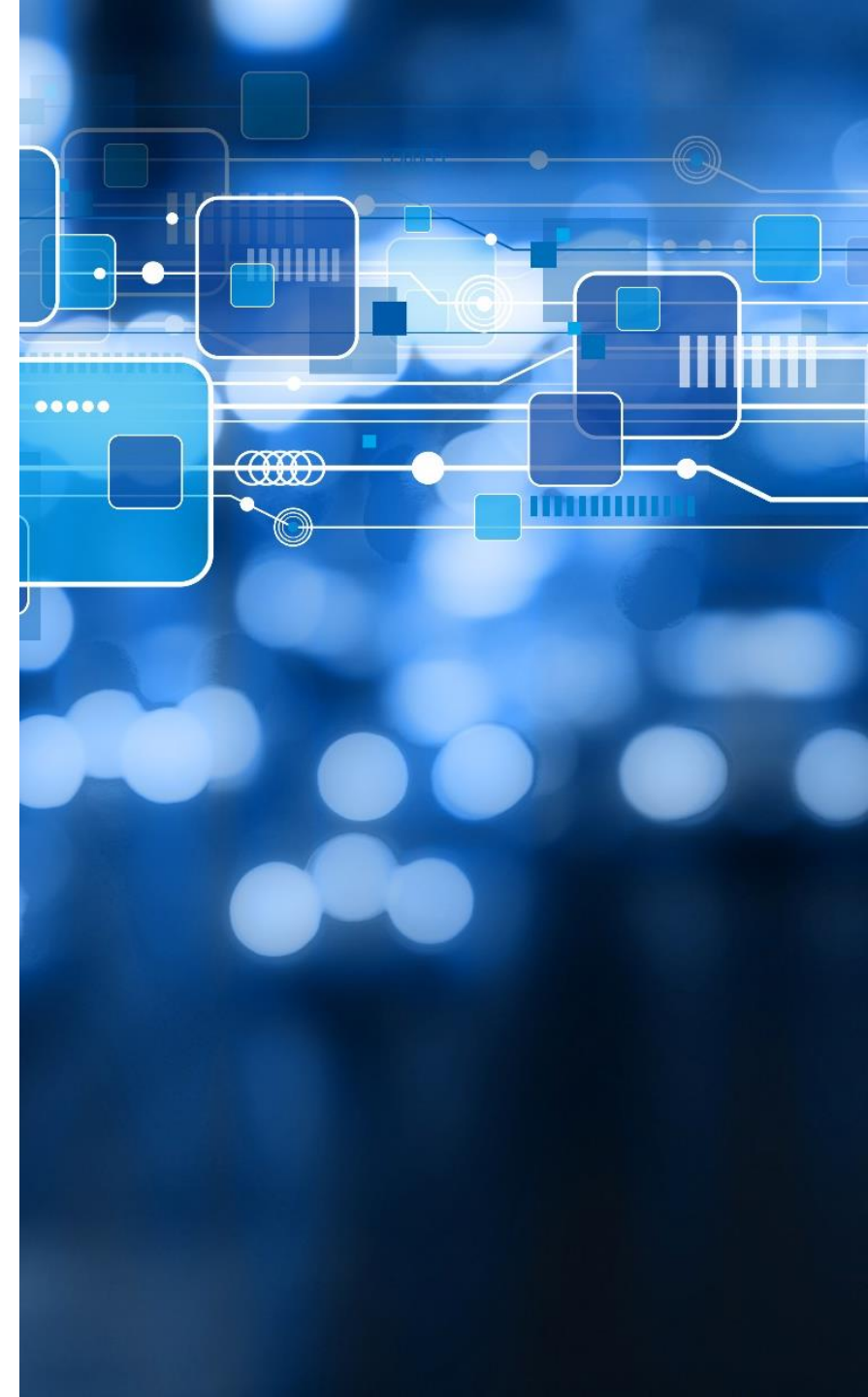
Contact Center: Phase II

- Phase II: Enhancements and advanced features
 - Members
 - Multi-channel communication (email & chat)
 - Staff
 - Post call survey
 - Courtesy callback
 - Interactive Voice Response (IVR)
 - Speech Recognition
 - Automatic speech recognition (ASR)
 - Text to speech (TTS)



Delivered/Current IT Initiatives via Agile

July 3 rd	July 17 th	July 27 th
Develop OPEX (operating) budget reports – created dashboards	Update QLIK dashboard with new SharePoint data as input	Modifications to daily miscellaneous validation report
Designed and created SharePoint site to gather all KPI metrics	Create enhancements to custom bill restore program to include itemized bill images	Create vendor business report
Retire old web outage reporting programs, replaced by Trimble upgrade	Develop QLIK for SCADA historical Data – data creation portion	Data modifications to OPEX QLIK dashboards
Develop QLIK dashboard for historical SCADA data – data modeling portion	Create daily miscellaneous validation report	Optimize roles within QLIK server
Create dials for KPI dashboard		
Update NISC web alerts – research and analysis portion		





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