



Information Technology

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February 19, 2018

Contact Center Project

- Phase I : Completed April 2017
 - VoIP – new CISCO phones for non-contact center staff
- Phase II: Completed November 2017
 - Contact center software/hardware (Member Services and Engineering)
 - Instant messaging, corporate directory, video conferencing, screen share, Presence
- Phase III: In progress
 - Email/ chat capabilities
 - Calabrio analytics (speech & text)
 - Auto pause/ resume (screen and call recording) in cash desk
 - Screen pops (member data)

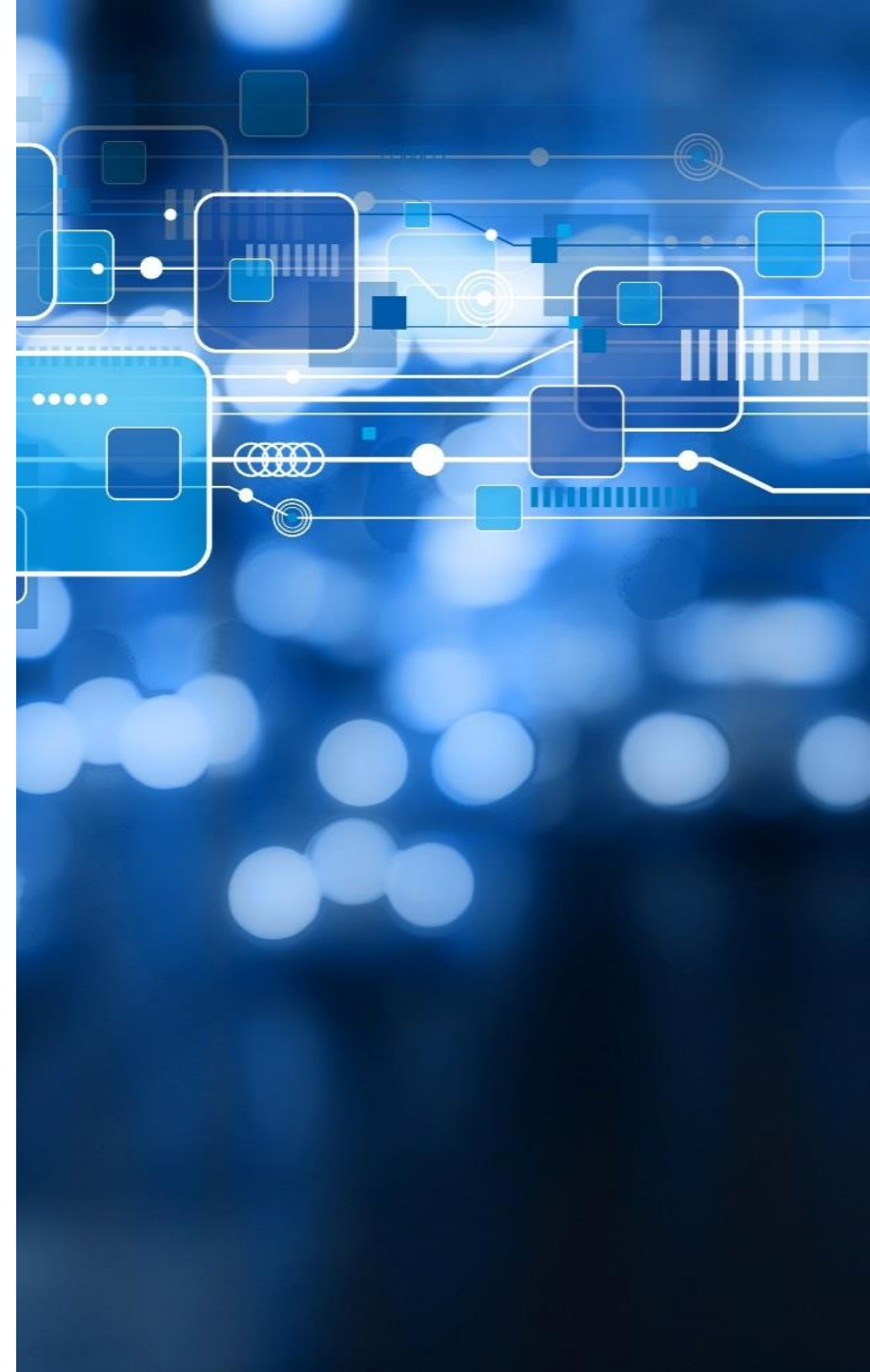


Contact Center Phase III

- Phase III: Enhancements and advanced features
 - Members
 - Multi-channel communication (email & chat)
 - Staff
 - Screen pops (member data)
 - Calabrio analytics (speech and text)
 - Auto pause/ resume (screen and call recording) in cash desk

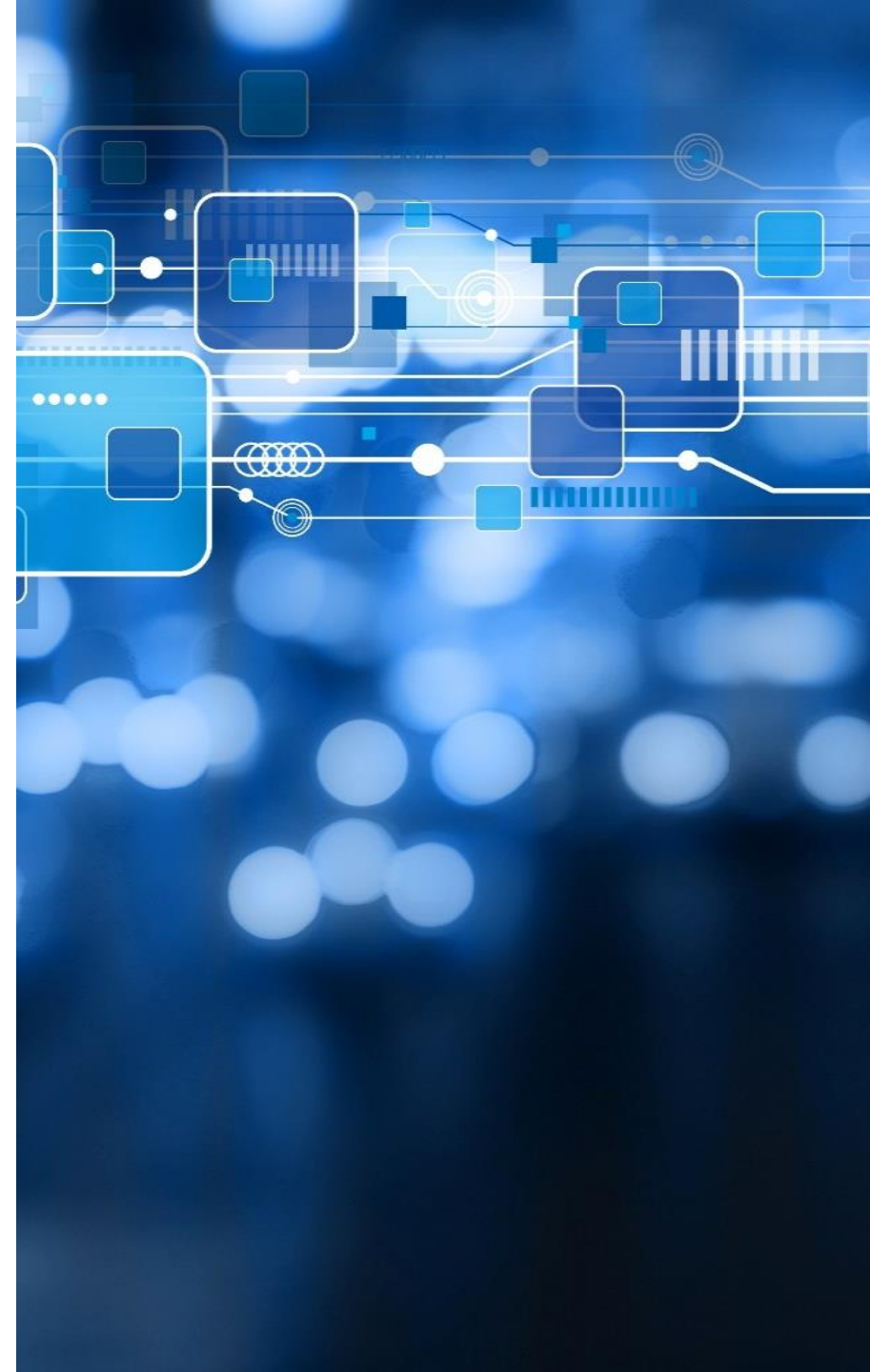
Delivered IT Initiatives via Agile

November 9	November 29
Developed SmartTrack functionality for pole contacts, pole test/treat and central CIP	Developed SmartTrack functionality for pole contacts, pole test/treat and central CIP
Developed auto assign workflows for 9s/4s meter process	Developed Finance QLIK dashboard
Data modeling for Finance QLIK dashboard	Modified feeder customer count maintenance report
Modifications made to miscellaneous charge report	Modified daily miscellaneous validations report
	Create new CIP miscellaneous vegetation service order type and enabled auto close functionality for miscellaneous vegetation management service orders
	Create new SharePoint list for IT change control committee



Delivered IT Initiatives via Agile

January 10	January 24
Revise Move It file for wire payments to exclude old SAP information	Establish email functionality for the contract management QLIK dashboard updates
Develop renewable rider accounts report on historical data	Configure pole test/treat service orders and SmartTrack functionality
Modify contract management QLIK dashboard	Modify past due members report based on new requirements
Develop disconnect accounts deposit report	Develop load factor report for commercial accounts
Develop pole test/treat BU projects QLIK dashboard for work orders and agreements	Create new operations SharePoint site on the intranet
Modify CIP budget QLIK dashboard	Modify OPEX budget QLIK dashboard





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