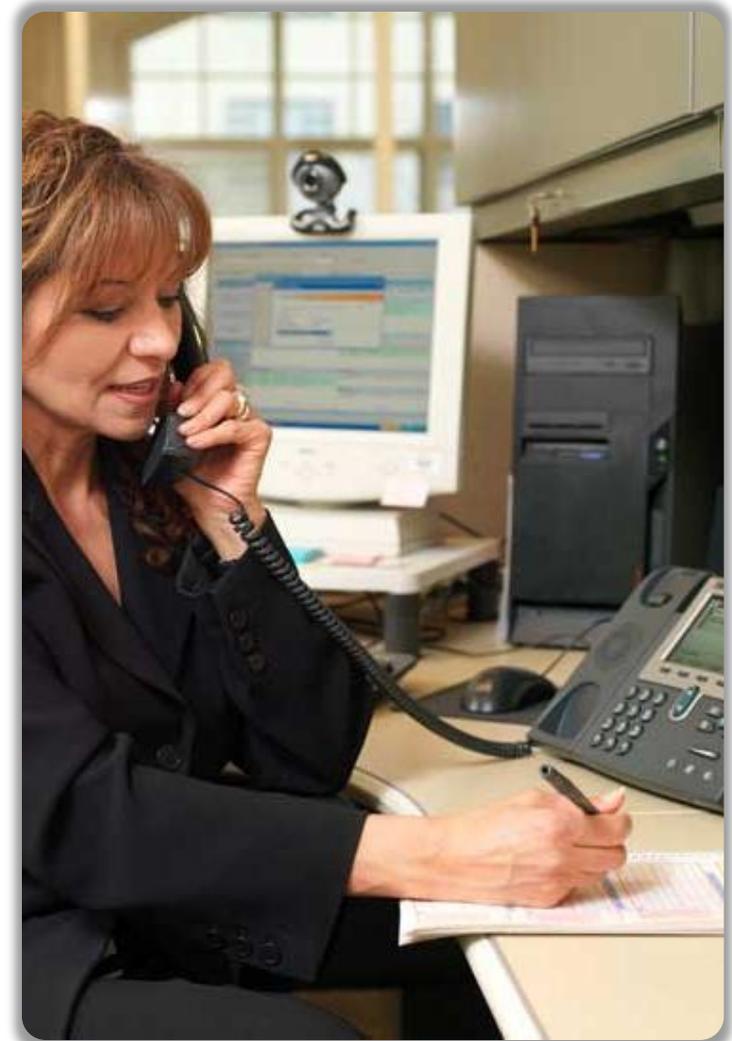


**Next Generation Telephony Service**

# Contact Call Center

## Feature Overview

- Overview
- Features
- Supervisor Enhancements
- Customization and Historical Reporting
- Process and Project Life Cycle Workflow
- Implementation Phases



# NGTS Contact Call Center (CCC) Overview

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This is an overview of the CBTS NGTS call center offering and delivery process.

Call center implementations are a separate effort from the core NGTS telephony implementations. Each agency will be an individual project effort.

1. What call center features and functionality are being supported
2. What steps are involved in the delivery process
3. Call Center Delivery Phases
4. Consideration of migration to OSS call center
5. CCC Deliverables and Procedures



- Inbound ACD
- Routing Capabilities
  - Skills based
  - Number of agents and current state
  - Calls in Queue
  - Time of day (open/close)
  - Holiday
  - Emergency
- Single or Multiple Queues
- Custom on-hold music / message
- CBTS prompt recorder application
  - Provides the customer the ability to record and modify prompts without contacting support.

## IP Phone Agent

- Application resides on phone
- Ability for agent to:
  - login / logout
  - control their ready state

## Cisco Agent Desktop

- Windows based desktop application
- Browser based web access

## Ability for agent to:

- Login / logout
- Control ready state
- View calls waiting in queue
- Review own statistics

# Supervisor Enhancements

## The Cisco Supervisor Desktop

- Runs on a Windows-based desktop application
- Enables the Supervisor to monitor these variables:
  - View real-time agent and skill-group statistics
  - Average hold time
  - Number of calls
  - Calls waiting in Queue
- Controls an active agent's state



## Supervisor Web Administrative Access:

- Allows supervisors to modify and change agent skills
- Access real-time reports, tools, and settings

# Customization and Historical Reporting

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Customized features that require detailed discovery and additional time to scope include:

- Custom database/XML integrations
- Custom IVR applications
- Capturing caller input for screen pops
- Screen pops (requires agent desktop)
- Outbound dialing
- Email integration
- Other 3<sup>rd</sup> party integrations

A historical reporting client offers:

- A Windows-based desktop application
- The ability to run reports for:
  - Agent call – detail, state, activity, etc.
  - Skill – queue activity, distribution, etc.



# Process and Project Life Cycle Workflow

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## CBTS:

- Provides high level overview of the call center discovery, design, and build process.
- Schedules a representative to meet with Contact Call Center personnel to gather “as is” design and functionality information.
- Creates Scope of Work (SOW) for approval.
- Discusses the low level design options for the agency.
- Considers the OSS call center migration.

## The CBTS project cycle:

- Builds the call center
- Tests call center connectivity and features
- Conducts Agency user acceptance testing
- Includes Site Service Acceptance signoff when the CCC is ready to cutover and go live in the NGTS production.

# Implementation Phases, Deliverables and Procedures

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- CBTS implements the call center functionality in a two phase process.
  - This provides a smoother transition for the agencies while providing time to consider how new features and functionality could improve their customer experience.
- Phase 1 – The existing call center is migrated to the NGTS platform with no changes to current features and functionality.
- Phase 2 – CBTS works with agencies who want to implement new features and functionality supported by the new NGTS.
  - Not previously available with call center technology delivery.

## **Deliverables and Procedures**

1. Complete a *ServiceNow request*. Then complete and attach:
  2. *The Technical Assessment Workbook (TAW)*
  3. *The Agent Matrix* with CBTS.
  4. The accepted *Statement of Work (SOW)*

## Questions

Please submit all concerns in writing so we can address them and document the response in the *Frequently Asked Questions*.

Send all questions to [AskNGTS@cbts.net](mailto:AskNGTS@cbts.net).

Brad Sheppard  
Program Manager – State of Ohio VoIP  
[Bradley\\_Sheppard@cbts.net](mailto:Bradley_Sheppard@cbts.net)



## References

[NGTS State of Ohio Website](#)