

Telecommunications Infrastructure Replacement Project

October 19, 2007 Report

California Department of Insurance





Project Accomplishments



August

- Completed 2nd deployment of IP phones by 8/10/07 for S.F. and its satellite offices

September

- Completed 3rd and final deployment of IP phones for L.A. and its satellite offices by 9/3/07
- Complete self service Interactive Voice Response (IVR) system programming/testing
- Submitted SPR to DOF

October

- User acceptance of self service IVR begins
- System starts 60 day continuous operation and acceptance phase

Next Steps

- Complete design, configuration, and testing of the **Multi-Channel Integration (MCI) system** for the Sacramento Call Center



What is MCI?



❑ **Email Manager**

- ❑ Provides multi-layer scanning of inbound e-mail context with a rules tree, allowing for simple single word or complex phrase searches that can be used to qualify the e-mail for routing.
- ❑ Provides for intelligent "auto replies" to e-mails based upon keywords and the rules tree for e-mail processing.
- ❑ Provides agents with keyword based suggested responses, allow them to insert and edit these responses to improve agent productivity.
- ❑ E-Mail Manager can automatically search on language specific elements in the e-mail and re-direct the e-mail to a language specific agent group.

❑ **Web Collaboration**

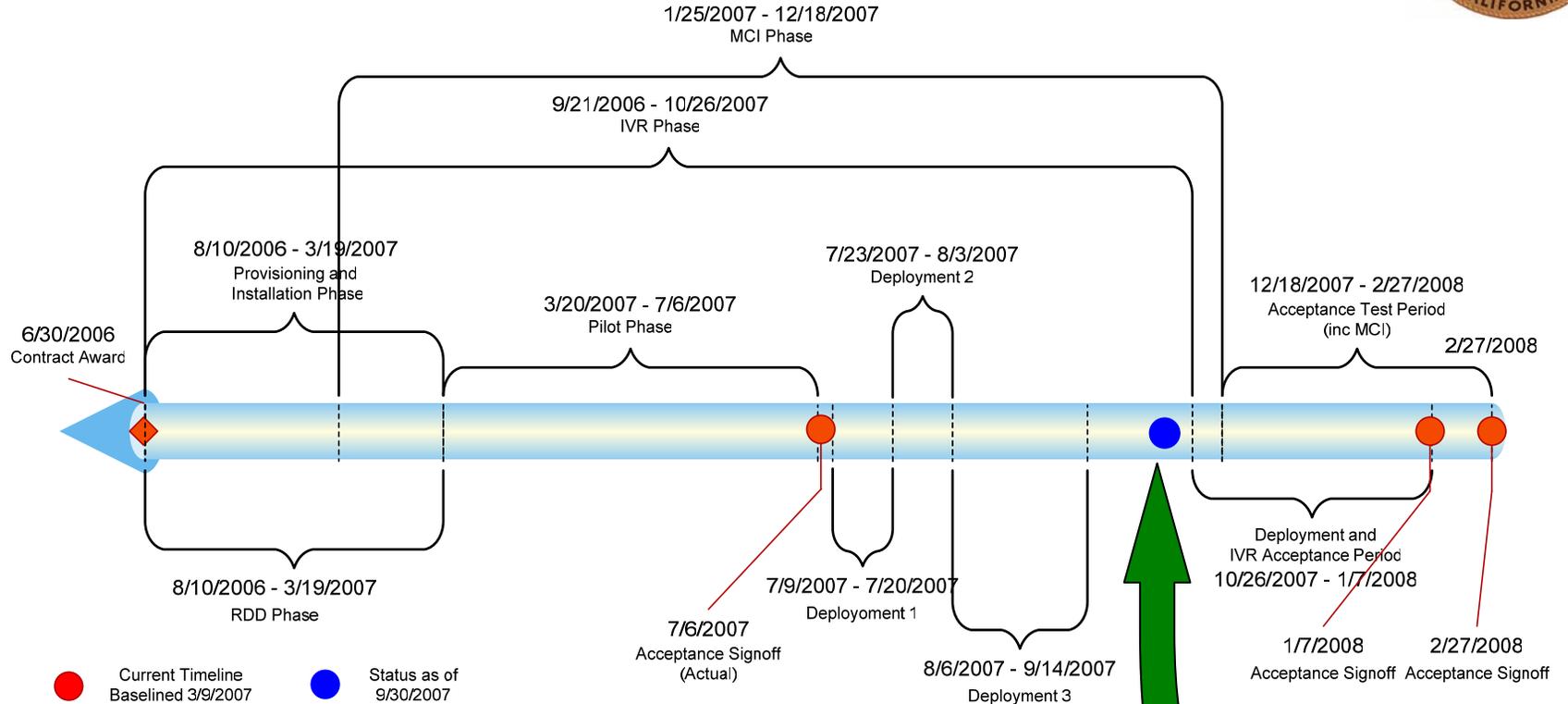
- ❑ Allows instant access to contact center agents via Internet chat or queued until agent is available much like phone calls.

❑ **Outbound Option**

- ❑ The Cisco Outbound Option is responsible for pre-recorded campaigns to disaster areas providing assistance information.
- ❑ The Cisco Outbound Option will also be used for pre-recorded campaigns to license holders reminding them that renewals are due.
- ❑ Personal callback—This feature provides an agent the ability to insert a record into the Dialing List table thereby allowing Cisco Outbound Option to offer the call to the specified agent at the designated time.



Project Timeline



Current status:
 All IP phones operational
 Call Centers operational

