



Agenda Date: 12/13/2005
Agenda Placement: 6L

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Bennett Wilson - Director of Information Technology Services
Communications
REPORT BY: Eric Parks, Communications Manager, 299-1300
SUBJECT: AMS.NET contract

RECOMMENDATION

Communications Manager requests approval of and authorization for the Chair to sign an agreement with AMS.NET, Inc. for a maximum of \$9,800 for the term December 13, 2005 through June 30, 2006 for Internet Protocol Contact Center (IPCC) configuration services.

EXECUTIVE SUMMARY

Under this agreement, AMS.NET, Inc. will provide IPCC configuration services for the County's Voice over the Internet Protocol (VoIP) telephone system.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Information Technology Services
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	<p>The current help desk application (Call Manager) is a included feature of our Captaris Voicemail system. The next planned upgrade to the Captaris does not include Call Manager, forcing us to find a different application to use for the ITS help desk answering procedure.</p> <p>The Cisco IPCC provides powerful automatic call distributor features, including conditional routing, call-in-queue and expected-wait-time messages, enterprise data displays, real-time data, and historical reporting.</p>

These enhanced features will enable the ITS help desk team to increase their productivity assisting the County PC users, while leveraging the VoIP telephone system currently being used at the ITS dept.

Is the general fund affected?	Yes
Future fiscal impact:	There is no fiscal impact past the current fiscal year.
Consequences if not approved:	If not approved the ITS help desk's ability to answer incoming help calls would be reduced to one technician answering one call at a time for all help requests.
Additional Information:	None

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

The County Voice over VoIP telephone system is currently being operated in over half of the County's telephone services. Included in our original purchase is the ability to deploy a small scale distributed contact center using the Cisco IPCC.

Our plan is to replace the current phone tree being used by the ITS help desk with the IPCC. This will provide us hands on experience using the technology and allows other County departments to see the value in enabling a single person to support multiple customer interactions simultaneously regardless of where they come via phone, web or email.

Calls can be routed to the most appropriate resource anywhere in the enterprise. The software profiles each customer using contact-related data such as dialed number and calling line ID, caller-entered digits, data submitted on a Web form, and information obtained from a customer profile database lookup. At the same time, the system knows which resources are available to meet the customer's needs based on real-time conditions (agent skills and availability, interactive voice response [IVR] status, queue lengths, and so on) continuously gathered from various contact center components.

These new applications significantly boost productivity and improve customer service by web-enabling call centers for more personalized and profitable customer contacts. For example, unified messaging enables each employee to retrieve from a single mailbox all their voice mail, e-mail, and faxes using a single end station (PC or phone).

The board approved on June 14, 2005 to sign an agreement with AMS.NET, Inc. for VoIP telephone system maintenance and repair services. This new agreement is for IPCC Call Center Configuration and training ITS / Communications staff on how to configure and support the IPCC. AMS.NET, Inc., which is located in nearby Livermore, was selected as the County's VoIP provider in June 2003 as the result of a competitive Request for Proposals selection process.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Andrew Carey