



Agenda Date: 8/22/2006  
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## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

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**TO:** Board of Supervisors  
**FROM:** Ben Wilson - Director of Information Technology Services  
Communications  
**REPORT BY:** Gail Vandeburgt, Staff Services Analyst I, 707-259-8666  
**SUBJECT:** Agreement with AMS.NET for IPCC configuration

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### **RECOMMENDATION**

Chief Information Officer 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 August 15, 2006 through December 14, 2006 for Internet Protocol Contact Center (IPCC) configuration services.

### **EXECUTIVE SUMMARY**

Under this agreement, AMS.NET, Inc. will provide Internet Protocol Call Center (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 an included feature of the Captaris Voicemail system. The next planned upgrade to Captaris does not include Call Manager, making it necessary 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 productivity in assisting the County PC users, while leveraging the VoIP telephone system currently being used at the ITS department.

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:

### **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**

Voice over Internet Protocol (VoIP) telephone technology has the capability of sending and receiving telephone voice messages via computer network systems. It also allows users to have feature rich services including caller ID, conference, speaker phone, speed dial and unified messaging (all incoming voice mail, email and fax messages are retrievable from either a single PC or phone). The County VoIP telephone system is currently being operated in over three-fourths 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 Internet Protocol Call Center (IPCC).

Staff recommends replacing the current phone tree being used by the ITS help desk with this IPCC. This will allow other County departments to see the value in enabling a single person to support multiple customer telephone interactions simultaneously. The recommended agreement today is for the programming and training of ITS and Communications staff on how to configure and support the IPCC.

Using the IPCC, 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, email, and faxes using a single end station (PC or phone).

The board approved agreements on June 14, 2005 and July 11, 2006 with AMS.NET, Inc. for VoIP telephone system maintenance and repair services. On December 13, 2005, the board also approved an agreement with AMS.NET for IPCC Call Center Configuration and related training services similar to today's recommendation. After further consideration, it was determined that a minimum level of the call center was more appropriate given the budgetary and telephone resources available and that agreement was allowed to expire. The new proposed agreement would provide a solid foundation for future expansion of the IPCC system.

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: Karen Gratton