Cisco/Presidio – Cloud Call Center Software & Support Services

GGAF Board– 8/25/2021

Item J

Agenda

- Current Phone System

- Current Limitations

- Winter Storm Uri

- Upgraded Software & Support

- Pricing

- Questions

Current System - On-Premises

- Cisco Interactive Voice Response (IVR) –
  - Provides customers with language options and menus with top 5 choices of most requested responses
    - Customers may select option for pre-recorded messages
  - Interactive with our billing system – locates utility account if phone # is recognized
  - Queues calls – allows for routing to customer service representatives
  - Connects utility customers paying by phone to the City's external credit card processor phone IVR
  - Tracks metrics for calls and service levels
  - Currently phone lines are capped at 80 to keep caller "bursts" from saturating the rest of the City's phone lines

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Current Limitation

- Capacity limits on IVR system
  - Creates unacceptable levels of service during high call volumes
    - Dropped calls, busy signals, and dead air space
- Does not support remote work – during inclement weather, staff drives in to answer phones
- Difficult to enable self-help features or chat/text/call back options
- Training and staff limitations
  - Other departments are unable to "jump in" and help with phone queues when experiencing high call volumes (ex. weather)
    - Staff capacity is budgeted for normal daily activity (250-300 calls/day)

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Winter Storm Uri - Impacts

- Call volume exceeded phone capacity
  - Dropped calls
  - Busy signals
  - Dead air space

- Call center staff had been using a much less robust system since the pandemic for teleworking that could not scale to handle the call volume during the storm.

- Inability to enable self-help & other automated features that would have provided information to callers.

- Council provided direction to investigate a "3-1-1 type system" that would provide customers a way to get through to the City and get information during an event.
  - Enhanced phone capacity is needed in order to meet Council goal.

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Upgraded Cloud Software & Support

- Upgrading to a Cloud software and support contract
  - Call surge capacity
    - Increased number of phone lines when needed to help mitigate connection anomalies (dropped calls, dead air space, busy signals)
  - Enhanced features using artificial intelligence (AI)
    - Chatbot to provide answers to easier questions
    - 24/7 functional AI programmed for frequent questions (Automated FAQs)
  - Allows for chat, text, and call back options.

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Pricing

- Total 3-year contract cost - $187,533.53

  - **Year 1 - $111,877.84**
    - includes implementation costs of $74,050.00
  - **Year 2 - $37,827.84**
  - **Year 3 - $37,827.84**
    - Year 2 & 3 includes estimated usage of 9,000 "chatbot" interactions/month

- Funding has been included in the Customer Care budget

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QUESTIONS?