



# **Coeo Cloud Contact Center for Government**

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# 1 Introduction

In today's market, local, state and federal governments need practical, secure and scalable communications solutions that allow agencies to manage costs while providing services and applications to make their staff more productive. Over the last few years, government agencies have seen a decrease in headcount and communications budgets while public services and communication with the public have surged, placing ever increasing demands on agency staff.

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## 2 Applications for Government

### 2.1 UCaaS

UCaaS provides a state of the art, virtual communication environment that can be shared across geographic boundaries. Because the UCaaS service is hosted in the service provider cloud, there is no need for government agencies to maintain expensive maintenance contracts and additional staff to manage the communications network. UCaaS provides all of the basic services and features that you would expect from an IP UCaaS and advanced features that are not readily available on an IP UCaaS.

### 2.2 CommPortal

CommPortal provides a suite of powerful interfaces that government staff can choose from to efficiently manage their communications settings and contacts. Included in the CommPortal Suite are the following interfaces:

#### 2.2.1 CommPortal Web

CommPortal Web provides the responsiveness and functionality of a full-featured software client, from a web based interface. This results in a highly interactive application that encourages customer retention. With CommPortal Web, government subscribers can self-subscribe to a suite of managed services, then personalize their selections to best suit their individual requirements. CommPortal Web enables your government subscribers to access these services from branded web portal.

CommPortal leverages Web 2.0 standards and best design practices to deliver an exceptionally intuitive and tightly integrated user interface to a wide range of services and features. These include

- Message List
- Dashboard
- Click-to-Dial
- CNAM Support
- Call List Export
- Voicemail Player
- Contact Management
- Phone Configurator
- Find Me Follow Me
- Contact List
- Call Forwarding
- Call Lists
- Selective Call Screening
- Voicemail Composer
- Preferences

## 2.2.2 CommPortal BG Administrator

The CommPortal Business Group Administrator interface (BG Admin) is an integral part of the Government Services UCaaS. CommPortal BG Admin provides multiple government agencies with an intuitive web based interface for managing the users and services assigned to the specific agency.

## 2.2.3 CommPortal Phone

CommPortal Phone allows government agency staff to access advanced functions quickly and easily, without having to open a web browser or even turn on their PC, CommPortal Phone Applications provide a compelling and integrated telephony experience.

Users with a supported device can access the following directly from their phones:

- Message List – shows users their voicemails in an on-screen list and allows them to listen to and manage messages (with text transcription), without having to navigate through interactive voice recognition menus (IVR) or key-press menus (DTMF commands).
- Network Contacts – enables agency staff to use and update their CommPortal contact list directly from their phone handset.
- Network Call Lists – displays missed, dialed, received and rejected calls, allowing the agency staff to return calls with a single key press.
- Hot Desking – allows agency staff to log on and off from individual phone handsets, simply by entering their phone number and password.
- Service Provisioning – empowers government agency administrators to add new phone handsets to their Business Group via an on-phone UI, reducing the need to visit customer premises to turn up a new device, and allowing the service provider to stop tracking the MAC addresses of managed phones.

## 2.2.4 CommPortal Assistant

CommPortal Assistant greatly enhances the government agencies user experience by enabling staff to access communication services at any time from the desktop taskbar. This reinforces the value of the applications as staff can now access their most advanced telephony services from their computers, without having to change applications. The intuitive CommPortal Assistant toolbar application, allows the agency's staff to

- Search their CommPortal contact list
- Initiate and configure synchronization with Outlook contacts
- Search contacts in an external LDAP directory
- Initiate click-to-dial outgoing calls
- Enable/disable key call services.

This integrated approach even provides the agency's staff members to initiate click-to-dial outgoing calls directly from Microsoft Outlook.

CommPortal Assistant Notifier transparently maintains contact with CommPortal Web so that it can alert the agency's staff via a pop-up notification whenever there is an incoming call, or when they receive a new voicemail. The pop-up displays the name of the caller (pulled automatically from the subscriber's CommPortal contact lists), their number and the time of the message. In addition, when a staff member receives an incoming call, the notifier provides options to send the call directly to voicemail or forward it to another line, instantly. Residing in the Windows system tray, it offers a notification area icon that shows voicemail status and provides a shortcut to CommPortal.

## 2.2.5 CommPortal Mobile

CommPortal Mobile takes an all new approach to the integration of the government agencies fixed line (office and home office) and mobile devices. Offering numerous ways to synchronize network contacts across devices and platforms, CommPortal combines these synchronization capabilities with advanced Find Me Follow Me call routing.

With CommPortal Mobile, agency staff perceives your service to be the center of their communications, unifying all the various devices they use on a regular basis.

CommPortal Mobile provides smartphone applications for iPhone, Blackberry and Android phones that allow the agency's staff to manage voicemail via a visual interface (with Speech to text), initiate and control a conference call, or remotely launch a call to a remote location.

## **2.3 Hosted Unified Messaging with Speech to Text**

Unified Messaging provides government staff with a single location to receive voice / fax messages. Users are provided with a visual interface to manage messages received and can choose to review messages from the telephone, web browser, email or mobile clients. Speech to text provides a text transcription of all voice mail messages that staff can review from the telephone display, web browser, email or mobile clients. Speech to text eliminates the need to spend several minutes multiple times per day, accessing voicemail to learn that there was no message simply request for a call back was left.

## **2.4 Incoming Call Manager**

Incoming Call Manager provides an agency's staff with powerful rules based routing services allowing them to configure when, where and which calls are delivered to them. Staff can use the advanced rules based routing to configure an advanced Sets of Rules for their incoming calls. For example, a subscriber might want to forward after hours calls from a defined group of users to their mobile phone, while forwarding calls from the office directly to voicemail.

## **2.5 Easy Attendant**

Easy Attendant is the perfect application to fill the need for a simple Auto Attendant requiring a single level call menu. The Government Agency's Administrators have the ability to create new auto attendants and configure announcements to be played or transfer destinations based on caller selection. Two pre-named schedules are provided for "Business Hours" and "Special Days" allowing businesses to define how the calls to the auto attendant are handled during normal hours and when the business is closed. Currently supported menu actions include: Play Announcement, Transfer to extension or phone number, Transfer to mailbox, Dial be extension and transfer to operator.

## 2.6 Premium Attendant

Based on the successful technology of Easy Attendant, Premium Attendant allows more complex menu structures and flexibility of call tree design. Capable of handling thousands of calls per hour, it is suitable for governmental departments with thousands of employees. Completely configurable through the CommPortal BG Admin, the intuitive configuration model allows a selection of features, including

- Up to 150 fully customizable menus
- A separate announcement pool - allowing recordings to be managed independently of menus
- Up to nine fine-grained weekly schedule periods, plus special days
- Control over global key presses

Recording file upload via CommPortal, in addition to the inbuilt CommPortal recording and self care Telephone User Interface recording already available in Easy Attendant.

## 2.7 N-Series Conferencing

The Conferencing Server offers government agencies with the industry's most flexible, real-time conference capabilities.

A SIP-based conference solution, it enables moderators to easily set up conferences via an intuitive web interface, and control participant interaction and call flow via the phone interface or through the web. What's more, a portable CommPortal Conference Widget and mobile application is also available, offering full moderator control from the agency's staff members preferred Web, mobile or desktop environment.

Advanced features include:

- Reservation-less meet-me conferencing for up to 500 attendees
- Lock / roll call / number of participant controls
- Real-time participant list updates
- Visible indication of current speaker and audio levels
- Ability to mute, adjust volume and disconnect any participants
- Call recording.

The Conferencing Server provides the agency's staff with a web based interface, mobile conference application and a Conference Widget for managing active conference calls.

## 2.8 Firebar Instant Conference Group

The Firebar Instant Conference Group application allows the agency's staff to create and manage an audio conference with a pre-defined group of people by calling the Firebar Instant Conference number for the defined group. When a call is received on a dedicated number (a "Firebar number"), Firebar Instant Conference Group immediately attempts to establish simultaneous calls to a pre-configured list of contacts. As these calls are answered, the individuals are placed into a multi-way conference with the caller. Firebar Instant Conference Group members can also dial in to Firebar conferences that are in progress, allowing them – for example – to drop out of a conference on their landline, and dial back in from their mobile phone.

Firebar Instant Conference Group administrators can use an intuitive web-based UI to configure and maintain contact details for individual group members. They can also upload announcements to be played to callers while Firebar group members are contacted and to Firebar group members when they answer the calls – a task which can additionally be completed by dialing in via a TUI. To ensure the service is correctly used, Firebar administrators can also access detailed usage reports for calls to their Firebar Instant Conference Group numbers.

## 2.9 Virtual Call Centers

CTI Group emPulse

The CTI Group emPulse product provides a full featured hosted call center for your government deployments. The agency staff can participate in a call center regardless of location. Feature of the emPulse Call Center product includes:

- Skills-based routing
- Re-queuing of unanswered calls
- Clerical wrap up time
- Call monitoring, whisper, barge-in
- Real-time supervisor dashboard
- Queue length, average hold time etc
- Wide range of performance and statistical reports

## 2.10 Call Recording

CTI SmartRecord IP

The CTI Group Smart Record IP product provides government agencies the ability to record calls for both call center and non call center applications. Calls are recorded either on demand or for all calls. Features of the SmartRecord include:

- SmartRecord Call Recording is developed upon a proven set of features demanded by our government users.
- Dashboards - summarized information is provided in an appealing dashboard format.
- Annotation - offers the ability to add electronic markers in recorded calls as well as to attach documents for advanced contact center functionality.
- Alerts and Notifications - e-mails, SMS and screen pops are sent based upon user-defined business rules when call criteria is met.
- Auto Categorization – allows for call categorization based on pre-defined user alerts advanced.

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## **3 Benefits:**

### **3.1 Cost**

The Government Solution allows government agencies to take advantage of cost effective hosted VoIP solutions with a cost structure that decreases as it scales. A centralized hosted solution is much less expensive to procure and maintain than distributed solutions

### **3.2 Business Continuity**

Because the Government Solution is hosted, your communications are entirely safe from site failures or natural disasters. In case of a site failure or disaster, agency staff can easily and quickly redirect calls and services. Staff can quickly forward calls to alternate numbers (home or mobile) or if an alternate site is available, staff can easily register their phones at the new location without additional administration.

### **3.3 End User Productivity**

Agency staff is significantly more productive by allowing a ubiquitous feature set and access to applications from any phone or location.

### **3.4 Simplicity**

Government solutions are designed with usability and simplicity in mind, with the primary goal of providing intuitive user friendly applications and interfaces.

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## 4 Summary

The Government Solutions provides cost effective solutions that meet the needs of local, state and federal governments. Because the Government solution is hosted in the service provider's network, it ensures business continuity and provides peace of mind that the solution will not only meet the needs of today's government agencies, but will evolve to meet future needs.