

Post Implementation Evaluation Report

Unemployment Insurance Call Center Telephony and IVR Upgrade – Labor

Project Dates: 7/2005 through 7/2007

Project Cost: \$958,418

Project Objectives

The scope of this project included the acquisition of hardware and software upgrades and professional services to install, implement and configure the upgrades in anticipation of consolidation of the three agency call centers into one location.

The objective of Phase I of this project was to replace or upgrade outdated telephony hardware and software in the three Agency call centers, stabilizing the system to prevent catastrophic failure. Phase II was to build upon this stabilized infrastructure and implemented a Voice Over IP (VOIP) solution to add flexibility to the system and provide substantial telephony cost savings to the Agency. Phase III was to replace the aging IVR servers and add additional IVRs in preparation for consolidation of the three call center locations. The objective of Phase IV was to prepare the technology infrastructure in the new Topeka facility for consolidation of the three Agency call centers into one location and modify the existing infrastructure in the previous locations to appropriately route the calls to the new location.