



Telephony & Interactive Voice Response Services
Utility Customer Service – Contact Center
TTI Committee – July 18, 2016

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**CITY OF HOUSTON
PUBLIC WORKS
& ENGINEERING
UTILITY
CUSTOMER
SERVICE**



Telephony & Interactive Voice Response (IVR) Services

Customer Service Benefits

- Chat & email options for customers
- Self-service solution for customers without internet
- Self-service options via IVR:
 - Balance inquiry
 - Payment by phone
 - Account status lookup
 - HPC payments
 - Payment arrangements

Financial Benefits

- Most cost-effective channel for providing customer service
- Apx 55% reduction in Agent assisted call volume vs. increasing staff in Contact Center to manage all calls (apx 100,000) by an Agent
- For 4 months ending April 2016, IVR facilitated avg of nearly 16,550 monthly payments via IVR - representing \$2M/mo. in revenue

Telephony & Interactive Voice Response (IVR) Services

Background

- 2008
 - Avaya telephony & IVR technology was installed
- 2013
 - Annual operating costs for Avaya telephony & IVR technology were apx \$154,000 & needed an upgrade
 - Cost to upgrade was apx \$2 - \$3 million
 - CISCO technology did not have feature parity with Avaya. Timeline to implement not compatible with Go-Live date
 - Decision made to replace Avaya IVR technology with a cloud based solution
- 2014
 - Voxeo (Microautomation) designed & specified for implementation with INFOR (IPS) post Go-Live
 - Annual operating costs were estimated at \$360,000
- Late 2015
 - UCS, in collaboration with HITS, revisited the CISCO option. Est. annual cost of \$150,000
 - UCS opted to join the citywide migration to the CISCO platform
 - Approximate 60% reduction in operating expenses anticipated
- 2016
 - Voxeo launched at Go-Live with actual annual costs estimated at \$1.08M
 - Began implementation of CISCO telephony & (IVR) interactive voice services

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CISCO Migration Implementation Timeline

Phase III
January 2017

Phase II
September 2016

Phase I
Go – Live

Pre-Go Live

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Avaya Phone

Avaya Phone

CISCO Phone

CISCO IVR

Avaya IVR

Voxeo IVR

Voxeo IVR

CISCO Phone

CISCO IVR

- Legacy telephony & IVR solution
- Design of Voxeo solution

- IPS launched May 2
- Transitioned to Voxeo IVR
- Continuity of Voxeo IVR maintained until migration to CISCO IVR complete

- Design & specification of CISCO telephony & IVR began
- CISCO telephony migration to align with relocation to McKinney
- HITS forecasts completion of telephony migration by end of 2016

- Design & specification of CISCO IVR continue
- Once started, HITS forecasts CISCO IVR migration will require 3 - 6 months to complete; i.e., early 2017

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Questions

