

**Automatic Call Distribution and Call Center System Upgrade - Anchorage and Fairbanks**

**FY2001 Request: \$225,000**  
**Reference No: 32442**

**AP/AL:** Appropriation **Project Type:** Information Systems  
**Category:** General Government  
**Location:** Statewide **Contact:** Mark Badger  
**House District:** Statewide (HD 1-40) **Contact Phone:** (907)465-5735  
**Estimated Project Dates:** 07/01/2000 - 06/30/2005

**Brief Summary and Statement of Need:**

This project will provide Automatic Call Distribution (ACD)/ Call Center feature enhancements for state agency offices located in Anchorage and Fairbanks. Specifically, "announcement of expected wait time for callers waiting in an ACD queue", skill based routing capability, multimedia integration, and networking features will be added.

<b>Funding:</b>	<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>	<b>Total</b>
Info Svc	\$225,000						\$225,000
<b>Total:</b>	<b>\$225,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$225,000</b>

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

**Operating & Maintenance Costs:**

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	
<b>Totals:</b>	<b>0</b>	<b>0</b>

**Additional Information / Prior Funding History:**

Funding for this project has not been requested in prior years.

**Project Description/Justification:**

Proposed Telecommunications Capital Project Review Form FY2001  
 Telecommunications Information Council Policy Committee  
 Technical Advisory Committee

Department: Administration

Division: Information Technology Group

Project Title: Automatic Call Distribution (ACD)/Call Center System Upgrade - Anchorage/Fairbanks

1. Has this project been previously approved by TIC/TAC? If yes, and there are no significant changes to funding amounts or technologies there is no need to continue with this form. Please forward a copy of last year's final capital budget back-up as your submission for this fiscal year. No

Project cost: Capital: Annual O&M  
 Prior Years: FY 2001: FY 2002: costs or savings  
 General Funds  
 General Fund Match  
 General Fund Program Receipts

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I/A Receipts (dept. and fund source)  
Other Funds (ISF) \$225.0  
Federal Funds

Total

2. What is the purpose of this request?

Provide ACD/Call Center feature enhancements. Specifically, "announcement of expected wait time for callers waiting in an ACD queue", skill based routing capability, multimedia integration, and networking.

3. What are the benefits to ITG?

ITG will be in a position to provide enhanced Call Center services requested by user agencies.

4. How does this request benefit our customers and/or Alaskan residents?

The system provides ACD call handling tools that can increase Call Center efficiency and improve service to constituents.

5. What will we be requesting in terms of equipment, contractual services, and perhaps personnel? (Please make sure that you include project management resources and/or other overhead or indirect resources that we have a tendency to absorb in our rates, particularly if this request is a new requirement; i.e. Land Mobile Radio (LMR) related?

Nortel Symposium Call Center Server which integrates with the existing Nortel telephone switching systems comprising the State Telephone System.

6. What are the total costs of the project? Past/Present/Future (\$225,000 which includes labor for installation)

7. What effect will this request have on our customers, specifically in the area of our rates and/or the customer budgets, or in the way they conduct business with us today? Can this request be supported within our existing rate structure even in light of revenue forecasts?

The cost will be distributed to customers through Basic Telephone Service and ACD rate structure.

Most of the cost will fit into the existing rate structure, however ACD users may see an increase in ACD rates.

8. Can we effect cost savings in other areas and/or sections within ITG by implementing this request? No

9. Will implementation of this request allow us to expand services to serve an increased and documented demand for service? Yes, based on direct customer feedback.

10. Which departments will support this request? DOT/AMHS, DOE/PSE, Revenue/PFD, Labor/Employment  
Oppose this request? None

And how do you propose getting concurrence/support from departments for this request?

This change will provide new features requested by user agencies.

11. Is the request included into our Department/Divisions plans and stated objectives and included in the technology goals of the TIC? Yes

12. Attachments - submit to OMB