Agenda

- Introduction……………………………Terry Othick, 2 min.
- Project Overview and Budget……..Steve Garcia, 4 min.
- Project Objectives and Goals……..Tomas Taylor, 4 min.
- IV & V…………………………………..Terry Othick, 5 min.
Current IVR System

- Received a $1,000,000 federal grant in 1999 to develop an Unemployment Insurance Call Center
- Contracted with First Data Government Solutions (Formerly GovConnect) to develop a new IVR System
- Developed Interface with the new UI System developed by TCS
- Legislative Changes and Testing identified required system enhancements
Project Benefits

- Streamline Claimant Calls *(refer to Appendix 1)*
- Reduce Call Queue Times *(refer to Appendix 2, 3 & 4)*
- Improve Call Center Staff productivity through skill based routing
- Greatest Benefit – Improve Customer Service to New Mexico’s displaced workers
- Provide a disaster recovery system for this critical unemployment insurance system
Budget

- Coding Upgrades and Legislative Changes - $26,099
- Telecommunications Infrastructure - $115,000
- IVR/Redundant and Fail-Over Hardware/Software Server - $45,000

Total Funds Requested: $186,099

Funding Sources:

- Special Federal “Reed Act” funds were appropriated through the recent legislature to “to enhance Interactive Voice Recognition Call Center Functions and to improve processes”. All of the required funds will come from this funding source.
Project Timeline

IVR Upgrades/Enhancements and Legislative Changes $26,099
- Contract Approval
- Coding
- Script Changes
- User Acceptance Testing and Deployment to Production

IVR Fail Over/Redundancy Platform $45,000
- Analyze and Configure Current System
- Install Hardware and Deploy Redundant Software
- User Acceptance Testing

IVR Infrastructure Enhancements $115,000
- Configure and Install T1 Site licenses
- User Acceptance Testing
- Full IVR Project Timeline
The majority of this request is for T1 communication lines and server hardware. Only $26,099 of the $186,099 is for enhancement of software functionality, including script changes, menu option enhancements and legislative changes. The current vendor that developed and supports our IVR system will implement the software enhancements. Our agency has had a positive relationship with this vendor and has full confidence that the vendor will meet their responsibilities in completing the enhancements. NMDWS is formally requesting an exemption for the IV&V requirement for this effort. A memo will be submitted from the NMDWS CIO to the State CIO.
Current Infrastructure

1 Outbound T1 PRI Spans

7 T1 – PRI Spans

Current Claims Telco and Network Infrastructure
Proposed Infrastructure

- Proposed Infrastructure
- Proposed Telecom
- Proposed CSR Phones
- Proposed External Transfers
- Proposed 4 Additional T1s
- Proposed 4 Additional Outbound Patch Lines
- Proposed T1 PRI Spans
- Proposed Claims Telco and Network Infrastructure

Client communicates to CIC IVR via Aculab application.

5 Outbound T1 PRI Spans

11 T1 - PRI Spans
Appendix 1

IVR Application

505-841-2000
IVR Quick Access Options

Option 1 For
English
Option 2 For
Spanish
Option 1 For
Claimant
Option 3 For
Specific
Information

Enter Social Security
4 Digit PIN # For
Access To Specific
Information

Claimant Selects
Available Menu
Options For Specific
Information Related To
Their Open Claim

Initial Claims Queue Configuration

<table>
<thead>
<tr>
<th>UI Queue</th>
<th>CWC Queue</th>
<th>DUA/ES Queue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish Queue</td>
<td>UCX/UCPE Queue</td>
<td>TR/Nafta</td>
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OVERFLOW QUEUES
ADJUDICATION REMOTE AGENTS
Appendix 4