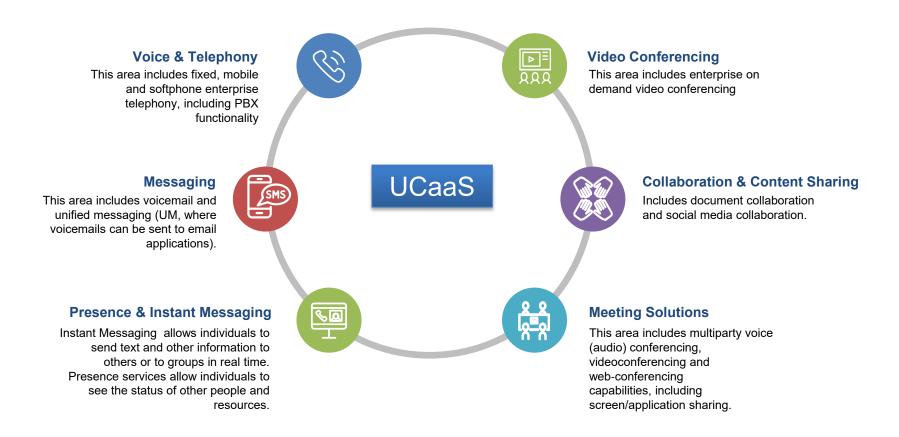# Unified Communications as a Service (UCaaS) & Contact Center as a Service (CCaaS)

Aditya Gavvala
Chief Information Officer
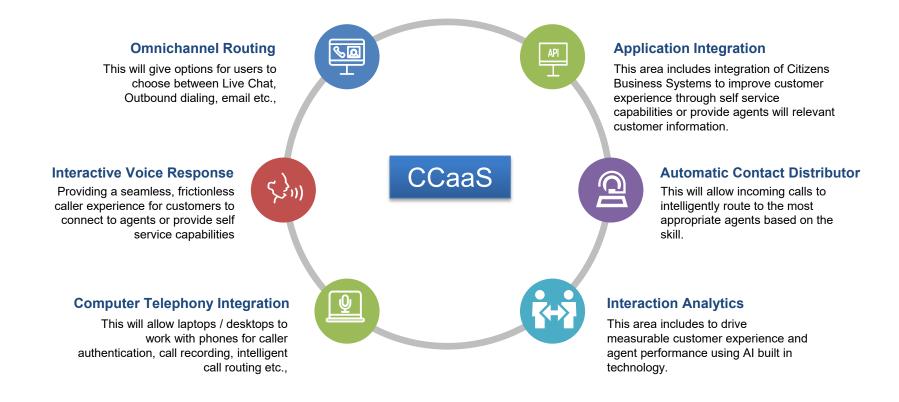
Unified Communications as a Service (UCaaS)

UCaaS

Voice & Telephony
This area includes fixed, mobile and softphone enterprise telephony, including PBX functionality

Video Conferencing
This area includes enterprise on demand video conferencing

Messaging
This area includes voicemail and unified messaging (UM, where voicemails can be sent to email applications).

Collaboration & Content Sharing
Includes document collaboration and social media collaboration.

Presence & Instant Messaging
Instant Messaging allows individuals to send text and other information to others or to groups in real time. Presence services allow individuals to see the status of other people and resources.

Meeting Solutions
This area includes multiparty voice (audio) conferencing, videoconferencing and web-conferencing capabilities, including screen/application sharing.

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Contact Center as a Service (CCaaS)

CCaaS

Omnichannel Routing

This will give options for users to choose between Live Chat, Outbound dialing, email etc.,

Application Integration

This area includes integration of Citizens Business Systems to improve customer experience through self service capabilities or provide agents will relevant customer information.

Interactive Voice Response

Providing a seamless, frictionless caller experience for customers to connect to agents or provide self service capabilities

Automatic Contact Distributor

This will allow incoming calls to intelligently route to the most appropriate agents based on the skill.

Computer Telephony Integration

This will allow laptops / desktops to work with phones for caller authentication, call recording, intelligent call routing etc.,

Interaction Analytics

This area includes to drive measurable customer experience and agent performance using AI built in technology.

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Challenges (Legacy Communications Technology)

1   **End Of Life**   Legacy Platform is at end-of-life requiring major platform upgrade (full replacement).

2   **Support Limitations**   Complicated delivery and contracting model (dependency on several 3rd party tools, DMS, sub-contracts).

3   **Scalability Limitations**   Capacity limitations and lack of elasticity. Bottleneck for Catastrophe Claims support.

4   **Lack of Features**   Missing features to support a modern contact center. Limited ability to integrate with Core Insurance Systems.

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History

Strategy	COVID Response	Assessment	Solicitation	Implementation
Unified Communication as a Service Strategy was developed and approved by IT Governance Committee	Deployed MS Teams Retired Legacy Collaboration Tools	Third Party Assessment Done Requirements Analysis and Pre-Work Done	Invitation to Negotiate (ITN) was issued Vendor Evaluation, Negotiation and Selection Completed	UCaaS Discovery Completed UCaaS went live in August CCaaS Discovery Sessions Completed
2019	**2020**	**2021**	**2022**	**2023**

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Benefits (New Technology)

UCaaS - Microsoft Teams in partnership with Verizon

1 Minimal employee training – familiar interface

2 Rapid user deployment

3 Licensing flexibility – consumption model

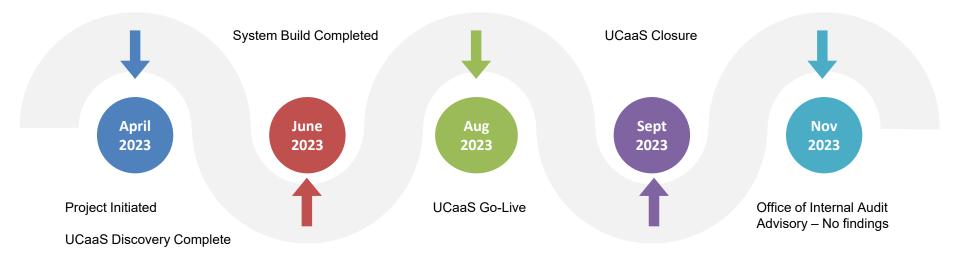**4** Utilizing Verizon's vast telephony network & no on-prem hardware

CCaaS - Verizon Virtual Contact Center – Powered by NICE Cxone

1 30+ years of contact center experience with more than 40,000 agents using Virtual Contact Center across 35+ countries.

2 **Scalable** – Built to grow with your changing business needs

3 **Flexible** – Consumption based usage and single solution with one vendor.

4 **Service Level Agreements** – Rely on a 99.99% uptime service level agreement (SLA) for Virtual Contact Center service components. Available 99.999% service level agreement (SLA) for Verizon SIP services.
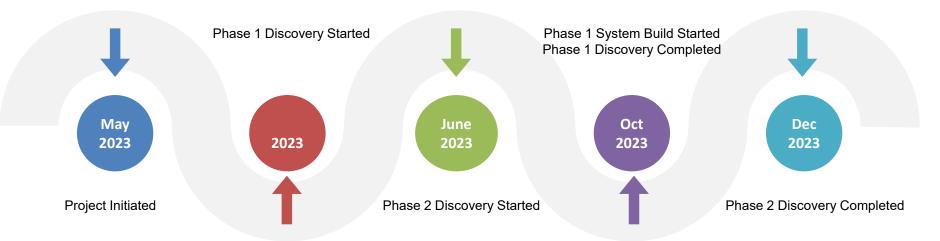
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UCaaS Accomplishments

System Build Completed

UCaaS Closure

April 2023

June 2023

Aug 2023

Sept 2023

Nov 2023

Project Initiated

UCaaS Discovery Complete

UCaaS Go-Live

Office of Internal Audit Advisory – No findings

CCaaS Accomplishments

Phase 1 Discovery Started

Phase 1 System Build Started
Phase 1 Discovery Completed

May 2023

2023

June 2023

Oct 2023

Dec 2023

Project Initiated

Phase 2 Discovery Started

Phase 2 Discovery Completed
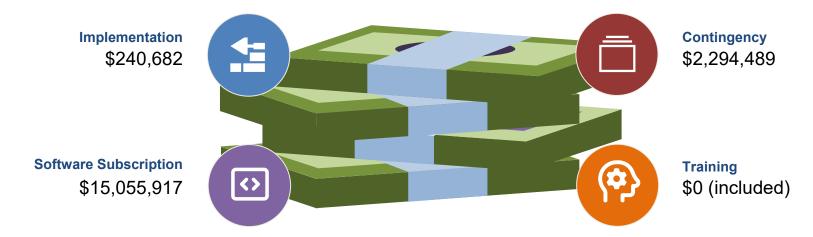
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CCaaS In Flight & Next 6 Months

1   CCaaS System Build

2   Integration with Citizens Systems

3   Go-Live for Citizens Staff
- Migration of Citizens toll-free numbers to Verizon
- Citizens Call Center staff actively using new system

4   Go-Live for Independent Adjusters
- Simpler onboarding experience
- Automatic provisioning of independent adjusters

5   Legacy Decommission
- Suspend legacy services – stop billing
- Removal of old equipment

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Project Spend

Implementation
$240,682

Contingency
$2,294,489

Software Subscription
$15,055,917

Training
$0 (included)

Board Approved Spend Authority (10 Years)
$17,591,089

Project Spend (since the start)
$96,235

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