Who We Are:
An 11-member team that manages Centrex, Telecommunication, IP Telephony and customer call center systems.

Our Mission:
Manage Centrex and Telecommunication systems, sub-systems, vendors, contracts and orders. Manage IP Telephony endpoints, servers, sub-systems, vendors, contracts and orders. Manage customer call center servers, sub-systems, agent software, vendors, contracts and orders.

Department:
493020
Manager:
Mike Hicks

When We Were Formed:
Premise-based IP Telephony was established in 2007. Hosted IP Telephony Voice as a Service was established in 2016. ININ Support was established in 2015.

What We Do:
The Unified Communication teams are responsible for IP Telephony, video, WebEx and call centers. The IP voice team completes add/move/changes. It also configures, manages and provides tier 1 (and 2) support for more than 10,300 IP Telephony endpoints, 100+ servers, sub-systems and voice gateways. The IP voice team also performs system hardware and software upgrades. The call center team completes add/moves/changes, it also configures, manages and provides tier 1 (and 2) support for more than 30 customer call center servers, sub-systems, voice gateways and more than 6,500 agents. The call center team also performs systems hardware and software upgrades.

Our Products:
1035 Directory Assistance
1037 Long Distance - switched
1038 800 # Service - switched
1039 800 # Service - dedicated
1040 Calling Card
1041 Pagers
1043 Telephone - Centrex
1044 Telephone - Remote
1107 Long Distance - dedicated
1108 Non-Contracted Long Distance
1162 IP Phone
1169 Video Bridging
1169 Video Bridging
1173 WebEx
1176 UCX
1183 Interactive Intelligence (ININ)
1186 Sol VaaS
1188 Telecom Management Service
1188 Telecom Management Service

Our Tools:
ATT Business Direct
Vendor Portal
CentrexMate
Centrex Phone System Management
MS Azure Active Auth
2-Factor Authentication
Proteus Call Reporting
Call Detail Reporting
Solarwinds NMS
Network Mgt, Alert Mgt\Outage notification, Perf Metric’s, Usage\Capacity planning.
vFire
Ticket Management and SLA Measurement
Vu-ACD
Perimeter Management Tool

Our Metrics: Mon-Fri 6am-6pm excluding state holidays
Tickets: IP Voice & Call Center
Resolve customer issues within 16 IOT business hours 90%+ G; 87%+ Y; <87% R
IP Telephony & Call Center Availability:
Capacity/Performance: 99.0%+ G
Capacity/Performance Planning: 98.0%+ G
IP Telephony Servers: 99.9%+ G
Call Center Servers: 99.9%+ G

Our Customers:
Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget:
$8.71 million

Our Growth:
9 Agencies are using the ININ Service

Recent Major Accomplishments:
- Migrated 3,300 Centrex phones to the new Sol VaaS Voice over IP service.
- Centralized state agency call center support.

Current Projects:
- Migrate campus Centrex voice customers to new VaaS solution.
- Establish a Shared Interactive Intelligence call center solution to meet smaller call center needs.
- Began migrating Centrex ACD, Perimeter and UCCx call centers to the new Shared Interactive Intelligence call center solution.