

IOT Contact Center - 2023

Who We Are:

We are a small team that manages the statewide Contact Center infrastructure.

Our Mission:

To provide secure, reliable, and integrated Contact Center technology solutions to our partner agencies so they can better serve our mutual customer, the Hoosier taxpayer.

Department: 493029

Manager: Nate Kaseman

What We Do:

Contact Center Support

The Contact Center Support team completes add/moves/changes within the Genesys contact center environments. They also configure, manage, and provide tiers 1 & 2 support for more than 5,000 agents State-wide. The Contact Center Support team also performs systems hardware and software upgrades across 100+ virtual and physical servers supporting 7 production and 12 development/test contact center environments. We also manage ~22 different Genesys Cloud environments.

Our Products:

1183	Contact Center Support (Genesys, formerly ININ)
1183A	Passthrough Genesys Cloud Annual
1183M	Passthrough Genesys Cloud Monthly

Our Tools:

ASM	Ticket Management and SLA Measurement.
SCOM	System Center Operations Manager provides alerts and performance metrics.
SCCM	Server configuration and management, application install
Secret Server	Password management.
PureConnect	Genesys Contact Center software suite
Genesys Cloud	Genesys Cloud Contact Center as a Service is a FedRamp Moderate, Georedundant Platform
AWS	Cloud Platform to host custom Clients
Azure	Cloud Platform to host Azure AD, SSO, and Directory Sync

Our Metrics:

Mon-Fri 6am-6pm excluding state holidays	
Resolve customer issues within 40 IOT business hours	90%+ G; 87%+ Y; <87% R
Server and Storage Availability:	99.9% + G; 96.9%+ Y; <96.9% R
Call Center Servers:	99.9%+ G

Our Customers:

Executive Branch, Attorney General, Judicial Branch, and Secretary of State.

Our Budget: \$11 million

Our Growth:

Migrating to a modern platform, Genesys Cloud. Hired 2 new employees to scale for the Genesys Cloud migration. We are also introducing many technologies next year - Digital transformation, Gamification, AI/ML Chatbots and Voicebots, Virtual agents etc.

Recent Major Accomplishments:

- Cleaned up configurations in preparation for Migration to Genesys Cloud
- CCaaS RFP Award
- CCaaS Contract Signed
- Set up Carrier Services, Standardized Roles, 3 Agencies Migrated to Genesys Cloud with many more in progress
- Negotiated Renewals for on premise Genesys Pureconnect.
- Standardized Multilanguage support in IVR's with Blend.
- Completed IRS Audit.