APPENDIX C: CONTACT CENTER AND INTERACTIVE VOICE RESPONSE (IVR) ENVIRONMENT

A.   GoTo currently provides Contact Center services for seventeen (17) County Departments.

B.   Approximately two hundred (200) call handlers or dial plan.

C.   Agent and supervisor controls are access via GoTo Connect desktop app or web base.

D.   Approximately one-hundred sixty (160) agents are concurrent.

E.   There are approximately three hundred (300) Contact Center agents and one hundred-twenty-thirty (130) Supervisors.

F.   SpinSci is a third-party vendor who manages Tarrant County's Twilio cloud services. Connection to Twilio cloud service is SIP based. Twilio is utilized for the following functions:

1.   Two (2) IVR's, Elections department and Child Support department, that allow for a Self-service component that accesses a SQL test and production database hosted in AZURE Servers. Election's self-service component allows callers to confirm their eligibility to vote and the second self-service component presents child support payment balance information for Child Support clients.

2.   The County has a two (2) Outbound Dialer campaigns that access a SQL test and production database hosted in AZURE Servers. The calls contact customers that are delinquent on court fees owed to the County and reminds defendants of their court date, assigned court location, delinquent bond payments, and dismissed cases. The system states who the call is for, tells the customer what case they are delinquent on, and gives the customer a number to call to pay their fee. The dialer application is programmed with time of day routing programming and departments receive signed consent forms authorizing contact by phone

3.   A web interface is used to retrieve reports, such as call volume and caller IVR prompt selection activity. The web interface also allows for the upload of recordings to IVR prompts.

4.   A self-service component in Twilio allows the departments via a web-based interface to update IVR recordings, IVR prompt selection reports and override closed hours as necessary during Election events.

5.   SpinSci completed all MACD's and maintenance.

G.   All are straight forward skills based routing of calls.   There are usually two (2) or three (3) skill groups per Contact Center.

H.   Some of the IVR's have English, Spanish and Vietnamese prompts.

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I.   Call monitoring (supervisor listen in) is enabled in all Contact Centers. Call recording is in use on one (1) contact center.

J.   IVR greetings are recorded in English, Spanish and Vietnamese. A third-party text to speech application is used to upload some MP4 files.

K.   Contact Center Call Details:

1.   Average calls per agent: 75-100

2.   Daily and Monthly averages: 2,500/daily, 50,000/monthly

3.   Average talk time per call: 4 minutes

4.   Average after-call work time (post-call wrap-up):   45 seconds

5.   Hours of operation: 2 are 24X7, the rest are M-F vary from 7:30 am to 5:00 pm

6.   Days of operation: 2 are 365 days per year, the rest average 20 days per month (Monday - Friday)

7.   Number of days per month: 2 are 365 days per year, the rest average 20 days

8.   Total number of shifts per day: 2 are three (3) shifts, the rest are one (1) shift

9.   Maximum concurrent call volume at peak time across all contact centers: 800

L.   Tarrant County does utilize virtual hold and customer call-back.