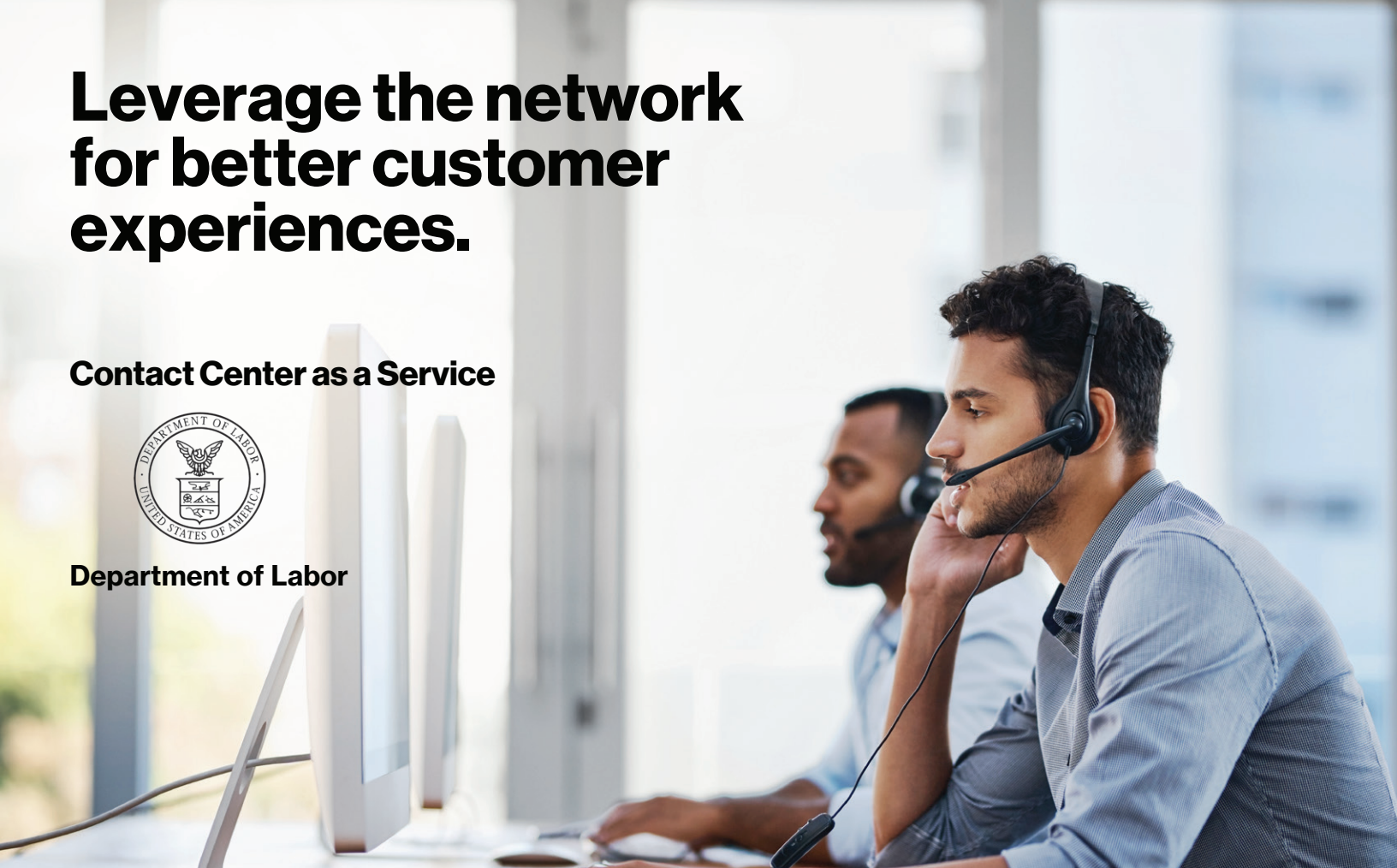


Leverage the network for better customer experiences.

Contact Center as a Service



Department of Labor



As a Department of Labor's (DOL) trusted partner for over 20 years, we are committed to your mission, and are both working in alignment for the greater purpose of empowering the American worker.

As a federal agency dealing with the public, contact center is one of your most important tools and it's important to get it right. Verizon works hard to provide the most comprehensive, cost-effective option that will help better serve constituents.

In this paper, we will look at the challenges DOL will face procuring a Contact Center as a Service (CCaaS) solution from multiple vendors and will provide insight on benefits and opportunities DOL can realize by procuring a full CCaaS solution from Verizon.

The DOL contact center.

DOL is currently exploring the implementation of a Federal Risk and Authorization Management Program (FedRAMP) CCaaS solution. They seek to retain over 5000 Verizon Interactive Voice Response (IVR) and Direct Inward Dialing (DID) numbers. DOL has decided not to port DIDs to a new CCaaS provider. Due to this, retaining current Verizon DID numbers will provide advantages, such as, centralized billing and management, optimized costs and more control.

DOL operates with Genesys PureConnect, a premise-based Automatic Call Distribution/IVR systems. Verizon helped transition DOL from the Networx contract to the Enterprise Infrastructure Solutions (EIS) contract. This provides Genesys licenses to maintain PureConnect, hosting and managing DOL's Federal Telecommunications System 2000 to its current IVR system, Session Initiation Protocol (SIP) trunks, manage DIDs, and toll free support to multiple contact center locations.

Challenges with a multiple vendor approach.

Potential challenges DOL may encounter to procure a CCaaS solution from multiple vendors include:

Non-Compliance with meeting Service Level Agreements (SLAs)

SLAs can not be achieved with a multi-vendor solution where Verizon provides telephony, SIP trunk, and a use a different vendor as the CCaaS provider.

When DOL migrates to a CCaaS provider, voice data will still traverse the Verizon telephony environment due to the retention of current numbers.



It's vital to note that most CCaaS providers stipulate that SLAs are contingent upon direct calls coming from a telephony provider like Verizon.

Cost

A Secure Cloud Interconnect circuit, which provides a secure transport link between the DOL's infrastructure and the DOL's CCaaS provider of choice, may incur additional costs to procure and install.

Management and operations

Multi-vendor solutions introduces additional cost, management across two different providers interface, troubleshooting delays due to coordination, and introducing complexity into the system design and management

Technical complexity

- Discovery
- Design
- Implementation
- Post-sales support

Benefits and opportunities

With a full CCaaS solution from Verizon, it provides an easier design, engineering, and implementation. DOL may also procure FedRAMP solutions, such as:

- Verizon Call Center (VCC)/Customer Contact Center services (CCS) based on Genesys FedRAMP cloud offering
- Virtual Contact Center for Government (VCC-G) based on NICE CXone, FedRAMP moderate and hosted in the Amazon Web Services GovCloud FedRAMP platform

The solutions above are provided without any changes or limitations to the core platform features and functionalities currently used by DOL. These solutions ensures that direct transports to either platform within Verizon cloud could reduce network hops, network exposure and consolidate management and troubleshooting under one provider.

Cost optimization

With Verizon's VCC-DOL, it can allow a reduction for an additional circuit and simply consolidate all CCaaS needs with the VCC-G or VCC-CCS without any changes or limitations to the core platform features and functionalities.

Verizon also offers different service options that emphasize speed and agility to a highly effective production state. These services allow for the integration of existing DOL technology through the procurement of a service instead of a product. These services and solutions offer the added flexibility of ensuring that Verizon is responsible for many of the costs DOL must separately budget for today which includes maintenance, upgrade, software licenses, and expansion.

Operations and maintenance

With the Genesys cloud already connected and provisioned, Verizon's network provides scalability and flexibility from the start. Verizon's Internet Protocol Contact Center inbound solution utilizes intelligent call routing, service management, traffic monitoring, and include reporting tools that give you control over contact center operations.

Verizon meets SLAs.

In most SLAs, CCaaS providers, especially FedRAMP certified, necessitate that their cloud service performance SLAs are contingent upon ensuring that calls to their cloud are delivered directly. As DOL's telephony and SIP trunk provider, Verizon is able to enable just that.

A partner you trust, a solution you can count on.

When deciding on which Contact Center solution you think will work best for the Department of Labor, we encourage you to consider all the factors involved in this complex undertaking – from cost-efficiency and simplicity of deployment to the kind of support you can expect from your partners. We believe that by leveraging the existing Verizon GSA EIS contract to engage a comprehensive approach, the DOL can make the transition smoother, retaining the level of service you've come to expect from Verizon while embracing the benefits of a modern CCaaS solution.