Evolving Telephony Technology Within Benefits & Services
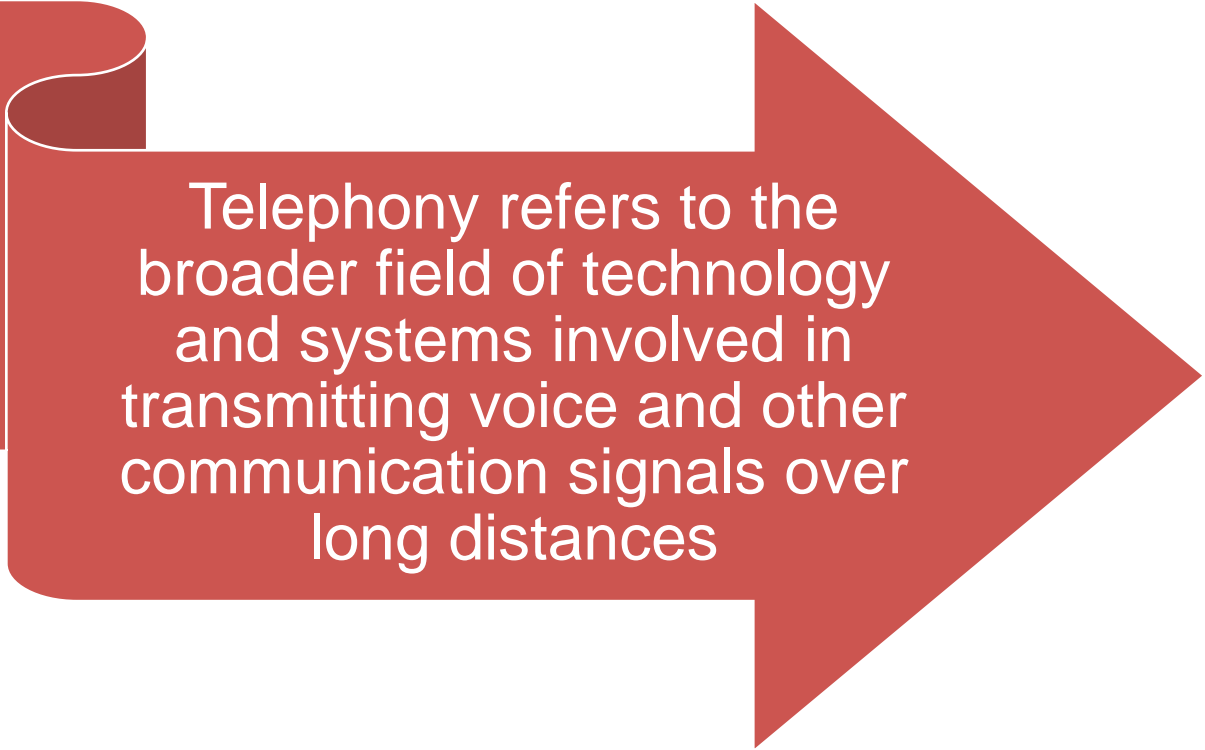
Bill Perez, Chief Benefits Officer

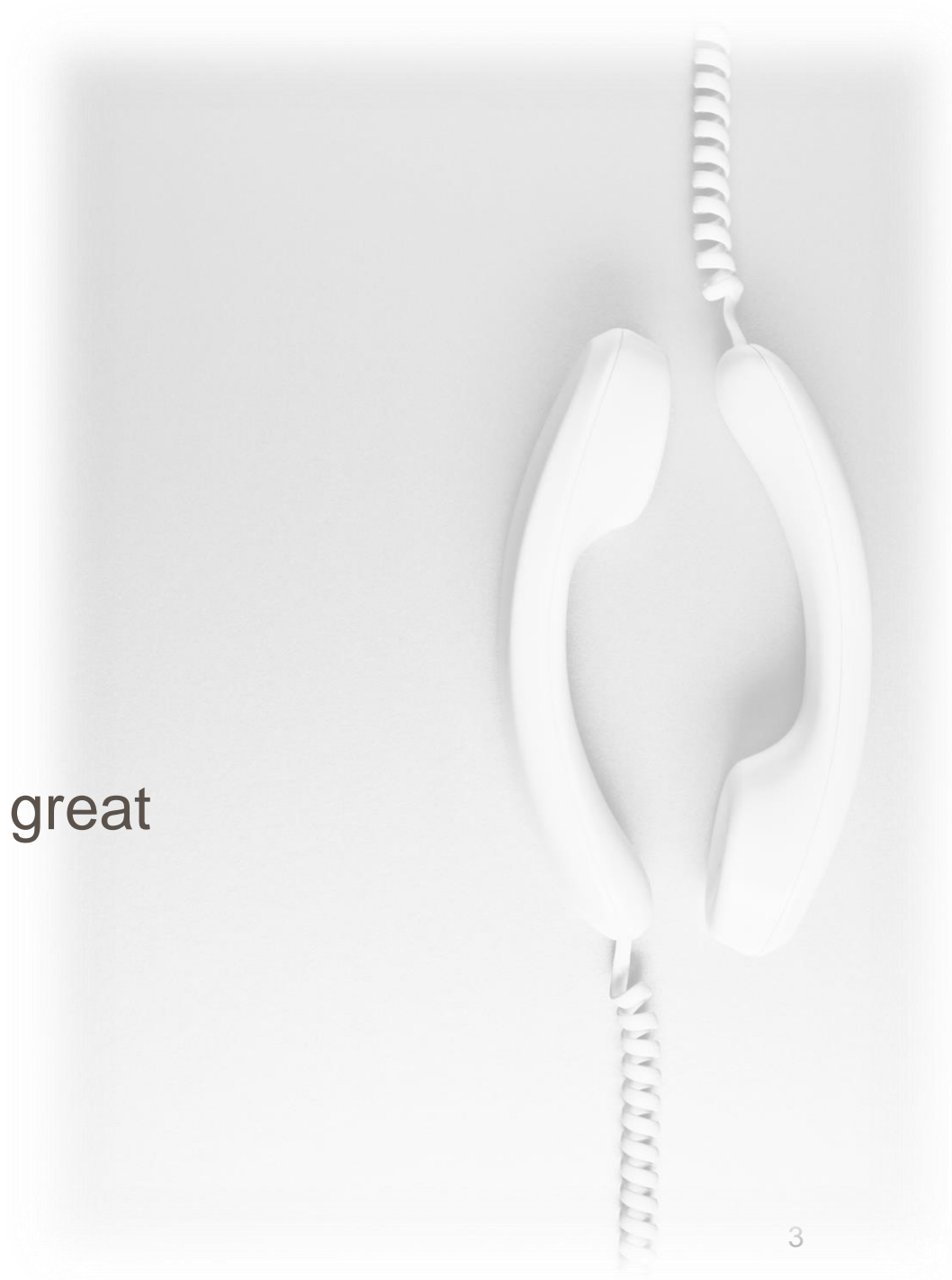**Benefits & Services Committee**

May 2024

What is telephony?

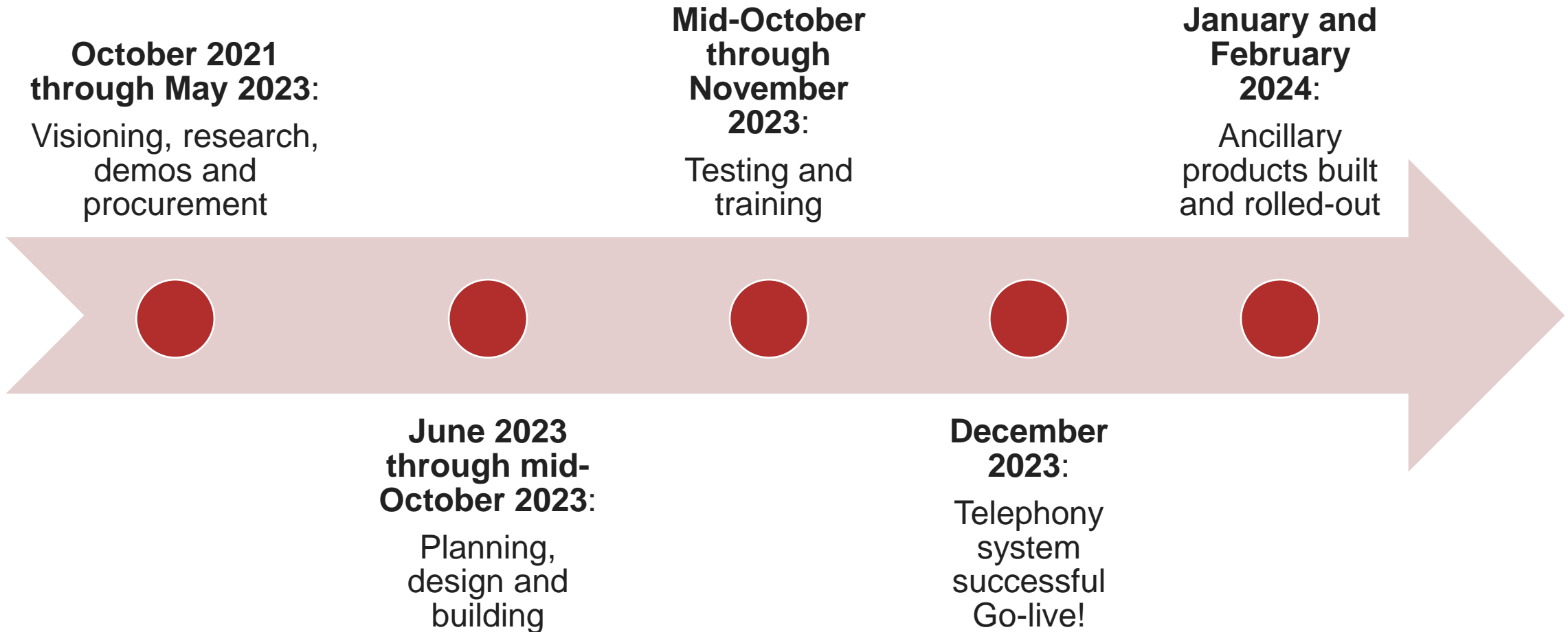While a telephone is a device used for voice communication …

Telephony refers to the broader field of technology and systems involved in transmitting voice and other communication signals over long distances

Where we were

❖ On-premise telephony system

❖ Basic softphone

❖ It was good, but we knew it could be great

Timeline of activities

October 2021 through May 2023:
Visioning, research, demos and procurement

June 2023 through mid-October 2023:
Planning, design and building

Mid-October through November 2023:
Testing and training

December 2023:
Telephony system successful Go-live!

January and February 2024:
Ancillary products built and rolled-out

Enhancements and benefits

Upgraded phone tree

Updated softphone

Ongoing support

NICE CXone

Better reporting

Single sign-on

Universal access hub
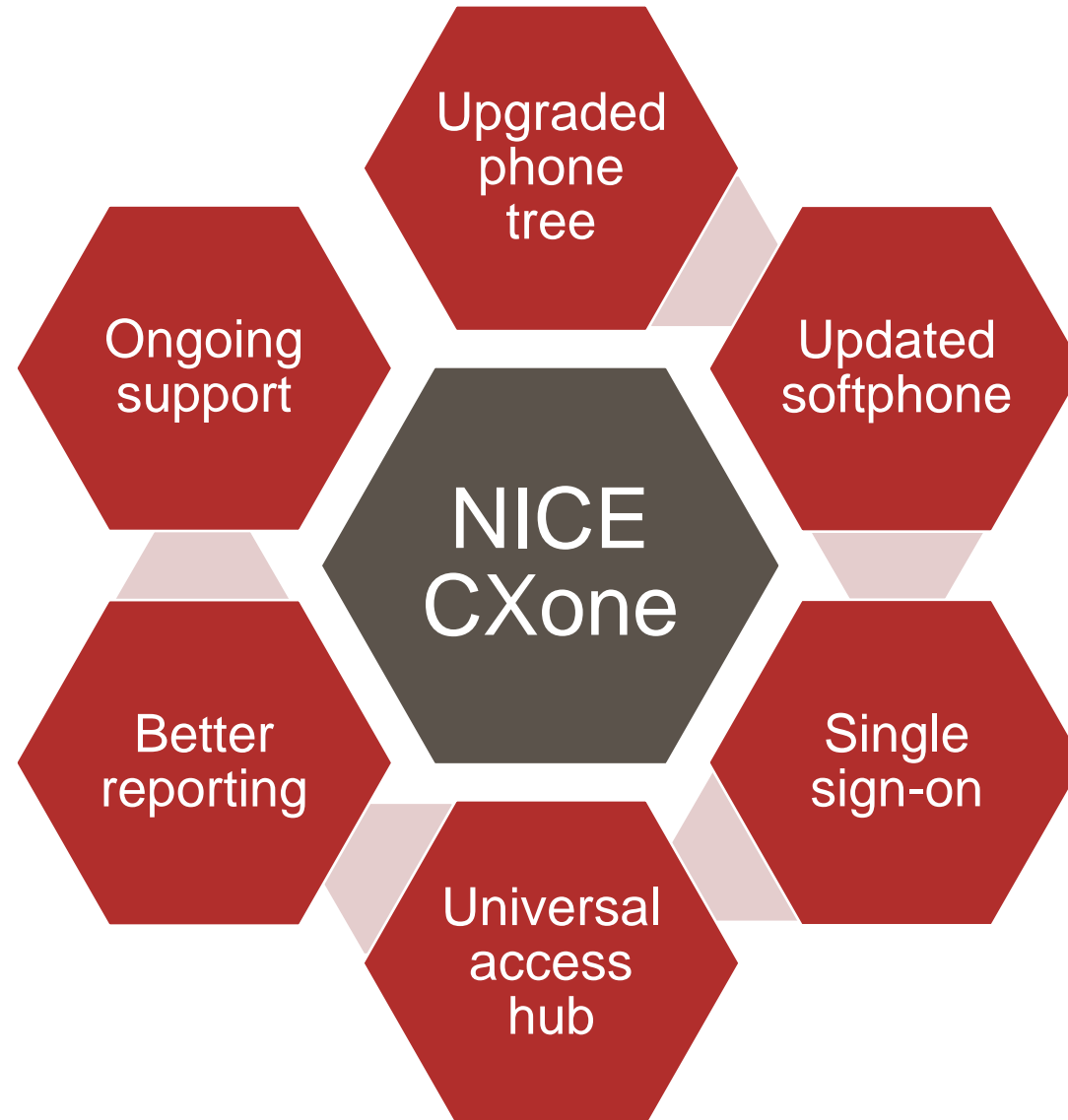
Ancillary products

Performance management

Feedback manager

Quality management

Interaction analytics

Workforce management

What's next – Phase II

IVR automatic speech recognition

Feedback management surveys

New surveys

- Employer Services
- Pension2
- Scheduling line

Survey text analytics