

# Provision of Mts to Uttlesford District Council



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**Uttlesford District Council**



A Managed Telecommunications  
Service offered in partnership with



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# Provision of Mts to Uttlesford District Council

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## 1. Foreword

### 1.1 ©Copyright

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### 1.2 Background

This document has been produced for Uttlesford District Council, following a meeting held between Uttlesford District Council, Global Crossing and OGCbs and a subsequent demonstration at Siemens offices in Milton Keynes on 28<sup>th</sup> April 2006. This document provides information on the proposal to provide Mts service to Uttlesford District Council. Mts is OGCbuying.solutions' PFI contract for the public sector covering voice and data services that are delivered by Global Crossing.

### 1.3 Contact Details

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## 2 Management Summary

Global Crossing is pleased to present Uttlesford District Council with our approach and recommendations on the deployment of an Mts managed voice solution across its organisation. The range of voice solutions available through Mts can also be deployed to offer an enhanced level of functionality to Uttlesford District Council's mobile and remote workers. The proposed technology provides an IP platform that can be seamlessly integrated into a converged voice, data and video solution at a time of Uttlesford District Council's choosing.

Global Crossing believes that the proposition and recommendations contained in this paper will deliver to Uttlesford District Council, the necessary functionality and technology enabling a greater level of flexibility for Uttlesford District Council and its employees. The Mts solution offers a number of benefits to Uttlesford District Council including:

- A single point of contact for all voice requirements available 24 hours a day;
- A fully updated IP ready infrastructure adhering to the latest standards enabling the integration of voice, video and data technologies;
- Validated fast track procurement method;
- Removal of technology risks for the customer, with technology obsolescence risks being carried by Global Crossing;
- Economies of scale which reduces unit operating costs;
- Low management overheads for Uttlesford District Council;
- Service flexibility/scalability with the ability to add and remove new users (and indeed sites) when required;
- A simple, single point of invoicing for all telephony services with an all inclusive service charge enabling easy budgeting;
- Guaranteed service quality with conformance to an agreed service level;
- Access to technical design and support facilities for current & future services – Global Crossing is committed to making new services and technologies available on an ongoing basis;
- Risks associated with capital investment transferred to Global Crossing;
- 24-hour proactive service management & fault resolution;
- Enabler for new ways of working with seamless communications for workers on the move – enabling any Uttlesford District Council employee on the Mts Service to work remotely with full voice functionality resulting in cost effective use of Uttlesford District Council office accommodation and achievement of the principles of the Lyons review
- Business continuity and disaster recovery service features
- Value for money – derived from the use of Global Crossing's own infrastructure and support services that will underpin the required service profiles.

Procuring an Mts managed voice services enables Uttlesford District Council to concentrate on its key business goals safe in the confidence that Mts will provide its current and future telephony services using the latest technology offerings. Global Crossing is confident that its proposal will benefit from further examination and looks forward to further discussions on this matter with Uttlesford District Council.

### **3 What is Mts ?**

For over 10 years Mts has been a managed telecoms service that was offered by OGCBuying.solutions to other UK Government departments. It was historically designed, implemented and provided directly by OGCBuying.solutions using a number of suppliers.

After a lengthy PFI procurement, the provision of the Mts service was contracted to Global Crossing in November 1996 on a 10-year partnership contract. At this point Global Crossing took on the ownership of the incumbent voice service including approximately 70 on-site PBXs and 40,000 handsets. As part of the contract Global Crossing has the obligation of refreshing the technology of the managed voice service (hardware and software).

Mts is now best described as an all-encompassing telecoms service as opposed to simply being a voice service. The Mts framework contract now enables any public sector organisation (including local government and emergency services) and their agents to procure managed voice, data, bandwidth and value added telecom services without the need to undertake a formal competitive procurement as per EU/GATT regulations.

The service contract has been expanded in the last two years to ensure that a wide range of telecom services is available to user organisations including:

- IP Data services;
- Security services;
- Unified messaging services at additional charge;
- Disaster recovery services;
- Conferencing services – audio and video;
- Non geographic numbers and translation services;
- Mobility and home working services;

On a commercial footing, Global Crossing provides the Mts telecom services to OGCBuying.solutions, which acts as a broker for the 600+ Government offices, and departments that are now users of Mts. The service is currently provided to over 125,000 telephone extensions, 600 voice PBXs and 300 on-site IP routers. In acting as broker, OGCBuying.solutions uses the collective bargaining power of its user base to secure more advantageous tariffing than a single user organisation may otherwise secure on its own. OGCBuying.solutions re-packages the service offering, adding value and achieving economies of scale in the process. Global Crossing and OGCBuying.solutions work closely in the Mts partnership to ensure continued service growth and quality.

## 4 Mts Managed Voice Solution

In summary, the Mts service includes the provision of the following elements:

- On site IP enabled PBX provision, installation and maintenance;
- All incoming and outgoing network services;
- DPNSS direct and IP connectivity to the Mts private network
- Analogue fallback lines
- Provision of standard analogue handsets;
- Provision of manager/secretary digital and IP phones (a chargeable option);
- Provision of IP soft client phones (a chargeable option)
- ISDN2 (Braif) services via PBX
- All local, national, mobile & international calls (subject to OGChybuying.solutions validation)
- 24 x 7 central telephone operator service
- Service reports and call logging facilities
- Network based voicemail for all extensions
- Full Service Management
- 24 hour proactively fault monitoring of service
- Remote management of the PBX and network services
- Full 24-hour service management, maintenance and support;
- Service availability of the end-to-end service of 99.95%
- Mobility and hot desking services for all extensions
- Optional services.

## 5 Mts Mobility Solution Overview

The Mts Mobility solution is based on technology provided by Siemens, which was launched in conjunction with Global Crossing over two years ago. The Siemens HiPath Mobility server and Hotdesking functionality, which resides on the switch, has been stringently tested by both parties to ensure that there is no detriment to the Mts network and the voice services provided.

Mts Mobility comprises of two services: **Remote Working** and **Flexible Working**.

**Remote Working** - is designed to allow users to conduct business as if they were seated at their own desk – even while away from the office in locations that are not part of the Mts network. This could be from home, a hotel, mobile phone or any UK telephone.

By providing the remote worker with a free-phone number, no extra costs are incurred from any fixed telephone line when using the service. This is not the case



when dialling free-phone from a mobile telephone, therefore Mts will provide Uttlesford District Council with a separate DDI number to call from a mobile.

The remote worker accesses a Mobility Server, which is located and maintained on the Mts network via the free-phone number and is then prompted for their secure ID to log on to the system. The secure ID when the user first logs on is a default ID that requires changing only once when the user is prompted. If for any reason the default password needs to be changed after the initial user prompt then an order must be placed on Mts to initiate this request. Alternatively Uttlesford District Council can have access to this server and initiate the change onsite.

Once logged on, a remote user can make and receive calls just as if they are in the office. All call usage remains inclusive within the standard Mts rate, negating the need for Uttlesford District Council's employees having to claim back call usage on expenses.

For employees who are already working remotely, it brings the functionality of the office telephone system to wherever they are, including but not limited to call back, transfer call and conference call. The list below provides what PBX functionality is available to the remote worker;

|                                   |
|-----------------------------------|
| Busy Extension Diversion          |
| Call Forwarding                   |
| Call Offer                        |
| Call Park                         |
| Call Pick Up                      |
| Call Waiting Indication           |
| Conference Calls                  |
| Do Not Disturb                    |
| Enquiry                           |
| Executive Assistance              |
| Executive Intrusion               |
| Group Pick Up                     |
| Hunt and Distribution Groups      |
| Immediate Extension Diversion     |
| Pull Diversion                    |
| Ring Back When Free               |
| Ring-No-Reply Extension Diversion |
| Save / Repeat Dialed Number       |
| Stored Number Dialling            |
| Transfer                          |

Neither internal nor external callers are aware that the remote worker is not in the office. Calls to other extensions on the telephone system, or across the Mts network, will show the user's normal extension number on display telephones and not the line from which the remote worker is activated (thus protecting the privacy of home phone numbers etc). Similarly, the telephone number from which the user is activated is not displayed when making external calls, and instead the number normally transmitted by the office system (i.e. from the corporate numbering plan) will be shown.



**Flexible Working** complements the remote working service and provides Hotdesking capabilities at any Mts site. An Uttlesford District Council employee who is set up as a remote worker will have the added benefit of being able to hotdesk at a nominated Uttlesford District Council office.

A remote worker who occasionally wishes to work from an Uttlesford District Council office will log into the telephony system and activate their Personal Number. It is recommended for ease of use that digital handsets be deployed for any Hotdesking/Flexible position, the latest digital handset available is the Siemens Optipoint handset. These digital handsets are menu driven and have scripted digital displays that makes the logging on and off process easier. If a remote worker forgets to log off from the system then the system automatically logs off the user at midnight. This parameter can be changed, but only at a site level.

## **6 PBX Provision and Maintenance**

Global Crossing proposes to replace the existing PABX's with new Siemens Realitis DX PABX's.

Global Crossing's managed service approach is to provide software refreshes to the Mts community, during the lifetime of the contract. So if new features and functionality becomes available, Global Crossing will, with prior consultation with Uttlesford District Council, make these available at no additional cost.

The PBXs would be appropriately sized to cater for current and future expansion requirements. Global Crossing carries the risk of extension volume and infrastructure sizing as part of its service provision responsibilities. This ensures the service is flexible and changes can be easily accommodated. This is particularly attractive to local authorities who will be changing their accommodation estate or introducing new ways of working over coming months and years.

The PBX infrastructure is fully maintained and proactively supported by Global Crossing as part of its all inclusive active extension rental charge. There are no additional support charges. If at any stage during the provision of service to Uttlesford District Council, any component, including handsets, develops a fault they will be replaced at no additional charge as part of the managed service approach (unless the equipment has been subjected to deliberate damage). Global Crossing carries this service replacement risk. This also includes all aspect of PBX uninterruptible power supplies.

All Uttlesford District Council sites will have on site Realitis DX's, which would have both switched based and IP based network interfaces. Extension ports will comprise of analogue, digital and IP interfaces. The quantity and mix of ports shall vary to accommodate the changing needs of Uttlesford District Council. Global Crossing carries the risk of this change configuration, with Uttlesford District Council simply paying the prevailing charge for active extensions only.

## **7 Call logging Facilities**

Call logging records will be collected via a data storage device connected locally to the PBXs. Global Crossing dials into the PBXs each night, and uploads call records to a central server. This central server will be available for access by pre-registered Uttlesford District Council staff to generate call logging reports from their desktop.

The system is partitioned and each user will be issued with a password to control access rights. At present users gain access via a secure dial up modem connection however an upgrade of the central system by Global Crossing is nearing completion which will enable secure access via the GSI (Government Secure Intranet) using a web browser interface.

The user will be able to run call management reports against groups of extensions in particular departments or cost centres, and save them to their own storage area within the Mts customer server. These reports will only be viewable by the user that generated the report. Users will also have the option to download the management reports; this will enable users to view and manipulate the call management reports whilst not connected to the Mts customer server.

## 8 Voicemail Services

As part of the managed voice service Global Crossing provides voicemail services. For those sites directly connected to the Global Crossing network, the voicemail service is delivered using the centralised, network based voice-processing system known as “**Powermail**”. This service is provided inclusive within the extension rental charge. The deployment of Powermail with the mobility solution is recommended as the networked voicemail service will act as the fallback for messages in the event of busy or no reply.

The functions that the Powermail service will provide are:

- The ability to divert the calls to Global Crossing’s Powermail service on no reply and/or busy and/or on a follow-me basis for internal and external calls;
- The ability to receive messages from other Powermail service users or external callers;
- Notification that a new unread message has been deposited in the Powermail user’s mailbox;
- Retrieval of messages from any DTMF device (e.g. mobile handsets, at home etc);
- Sending of messages to other Powermail service users on an individual or group basis.

Individual Powermail mailboxes are password and PIN protected and users will be able to access their Powermail mailbox from any fixed or mobile telephone. Messages can then be actioned, deleted, saved, or forwarded.

For sites that are indirectly connected to the Global Crossing network, the voicemail service can be provided as a tariffed option. This service offers basic voicemail services. Users can access their messages from either their on site desk phone or from off site by way of calling a predefined telephone number and entering their appropriate PIN. The service is provided by way of installing a voicemail card in the on site PBX switch.

## 9 HiPath ProCenter Standard

HiPath ProCenter is a peripheral item offered with the Mts solution. It is an integrated multimedia contact centre solution featuring advanced skills-based routing for the mid-to-large contact centre, with up to 750 active agents on a single site.

### Contact Center Management

The HiPath ProCenter Manager desktop provides a unified and easy-to-use interface for all contact centre management tasks. It is a highly visual and easily customizable console organized into "work centres" dedicated to the key contact centre management tasks:

- Administering users and resources;
- Designing intelligent multimedia and multi-site routing strategies and queue processing flows;
- Defining and viewing real-time monitoring and historical reporting across all media;
- Creating wallboard views and streaming "ticker tape" content for agent desktops;

### Administration Center

Administration Center is a convenient interface for the administration of contact centre users, user profiles, skills and virtual groups. Reason codes for work and unavailability reasons are also configured here. By simply pointing and clicking, managers can assign highly flexible, permission-based profiles to users based on their different roles and functions in the contact centre. These profiles will also determine which media every user can handle - voice, email, Web, outbound, call-back or any combination of media. User templates and an option to "bulk" upload multiple users via a convenient interface, streamline the management of larger contact centres.

Skills, skill proficiency levels, and skill preferences can be individually assigned to every agent. By defining different skill levels for each agent, managers can ensure they make appropriate use of the agent's qualifications.

Skill preference levels may reflect user preferences in contact handling, improving agent satisfaction. Or, they can be used to account for a supervisor's preference for the agent to handle a certain type of contact to fulfil training objectives.

### Design Center

Design Center gives managers a visual, workflow-style tool, the Design Editor, for defining routing strategies and queue processing flows for voice, email and Web interactions. To streamline the creation of flows, it offers a library of configurable and reusable routing and queue processing components. Managers can create and edit flows using a drag-and-drop interface, where strategies are automatically checked and validated for completeness as they are created. Design Center offers components that can be used in multimedia flows, such as:

- Time of day / day of week schedules;
- Source / destination routing decisions;
- Compound multi-site routing criteria;
- Performance level routing decisions;
- Data directed routing decisions;
- Read/write access to external databases;
- Custom components to execute virtually any routine or external application;

- Email category decisions based on content analysis of address, thread ID, subject line or body text of incoming emails;
- Email auto-acknowledgement, auto-response and auto-suggestion;
- Automatic Web page and text message push for Web collaboration interactions;

### **HiPath ProCenter Call Director**

HiPath ProCenter provides a fully integrated, optional Interactive Voice Response system (IVR), Call Director, to front-end incoming interactions. It allows the gathering of caller requirements, for example by prompting callers with interactive navigation menus. Call Director also facilitates the use of interactive components for basic self-service and transactional call processing. Managers can use Design Center's convenient drag and-drop interface to integrate the following components into routing and queue processing flows:

- Auto-attendant with navigation menu prompts;
- Caller input digit collection;
- Messages and greetings;
- Intelligent messages in queue, like estimated wait time or position in queue;
- Dynamic, multi-format "Numbers to speech" playback;

Call Director components are easily combined with other Design Center components, for example to read from and write to external databases. This facilitates basic transactional or self-service applications that previously may have required a more complex and expensive external IVR integration.

### **Multimedia Skills-based Routing**

HiPath ProCenter is built on a patented, industry-leading skills-based routing engine that ensures incoming contacts are matched with the best qualified agent on a contact-by-contact basis. Skills based routing enables managers to optimize the use of the most valuable contact centre resource, the agents. Providing the optimal balance between skill requirements and service levels for each contact helps ensure that contact centre performance targets are met or even exceeded. With HiPath ProCenter skills based routing option, multimedia customer interactions are managed and routed through a unified queue. Voice, email, Web, outbound contacts and call-backs are intelligently routed to "blended" agents, enabling management simplicity with fully integrated reporting.

Regardless of media, HiPath ProCenter automatically identifies a "virtual group" of agents that are fully qualified to successfully handle the incoming contact. Having gathered the requirements for a voice, email or Web interaction through your routing strategy, the skills-based routing engine matches each contact to the user within a virtual group with the best available skill set at that moment. To ensure consistent service levels, the virtual group is dynamically redefined by relaxing the skills requirements as the contact ages in queue or as the real-time performance of the contact centre dictates.

To meet service level targets even during times of higher than usual incoming contact volumes, the Performance Routing feature can speed up the pace at which the virtual group is redefined. When definable real-time performance thresholds are broken, queue steps are automatically accelerated, so that more agents become eligible faster to handle the contacts.

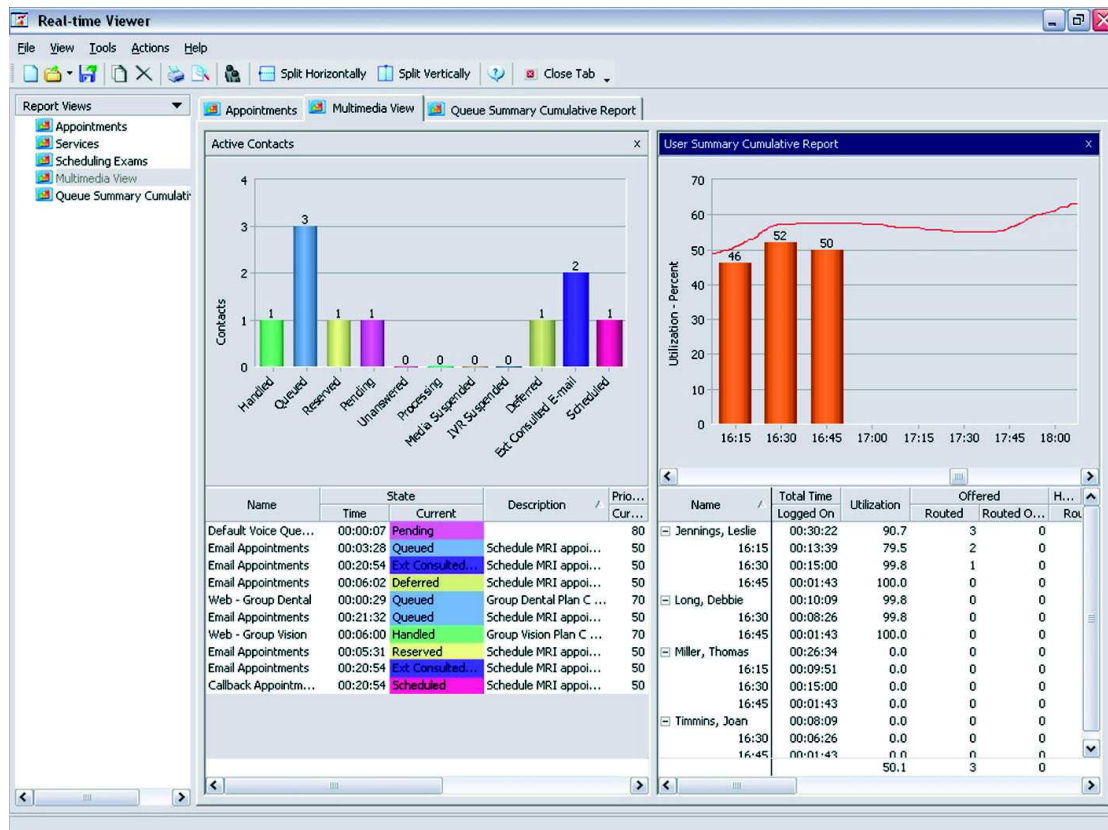
Managers and administrators can optimize routing depending on which criteria they judge most important for interaction handling in their contact centre environment. Using predefined "skills-scoring schemes", an intuitive interface permits fine-tuning the routing paradigm by biasing the weighting of specific parameters – for example time in queue or agent skill preference – to influence the routing process.

## Report Center

The HiPath ProCenter Report Center runs on a customizable, visual reporting engine to define and view a virtually unlimited number of real-time, cumulative and historical reports for all media. The flexible interface makes tailoring specific reports or formats easy, without requiring an external report writer. Report Center provides insight into the contact centre operations, allowing for better operational monitoring, more effective decision making, and the ability to proactively spot patterns and respond – before they become problems.

### Real-time and Cumulative Reporting

Real-time and cumulative views are refreshed continuously, presenting key information such as agent utilization, service levels, abandon rates and average handling time for voice, email and call-back interactions (see below). A built-in analytic model uses actual data trends to predict performance patterns and contact volumes in real-time, improving decision making regarding staffing resources or contact routing. Real-time thresholds and alerts are easy to define and provide audio and visual notification to a manager when definable operating metrics are exceeded.

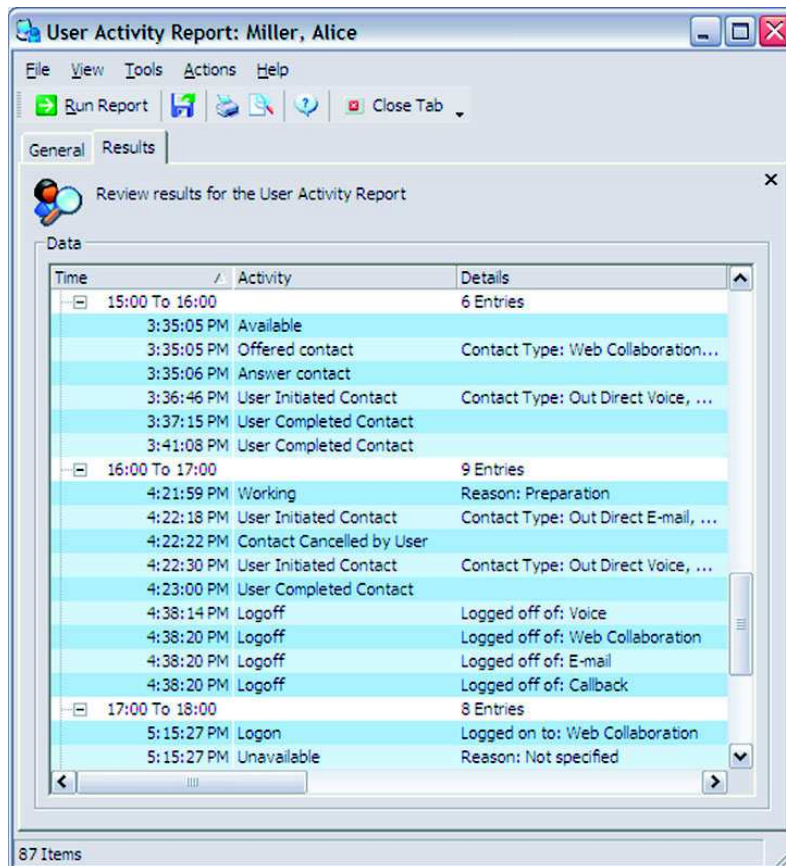


### Report Center – Real-Time Viewer

### Activity Logs

Detailed, searchable activity logs (see overleaf) allow managers to examine the step-by-step progression of any customer contact or review the detailed activities of an agent throughout the day for all media.



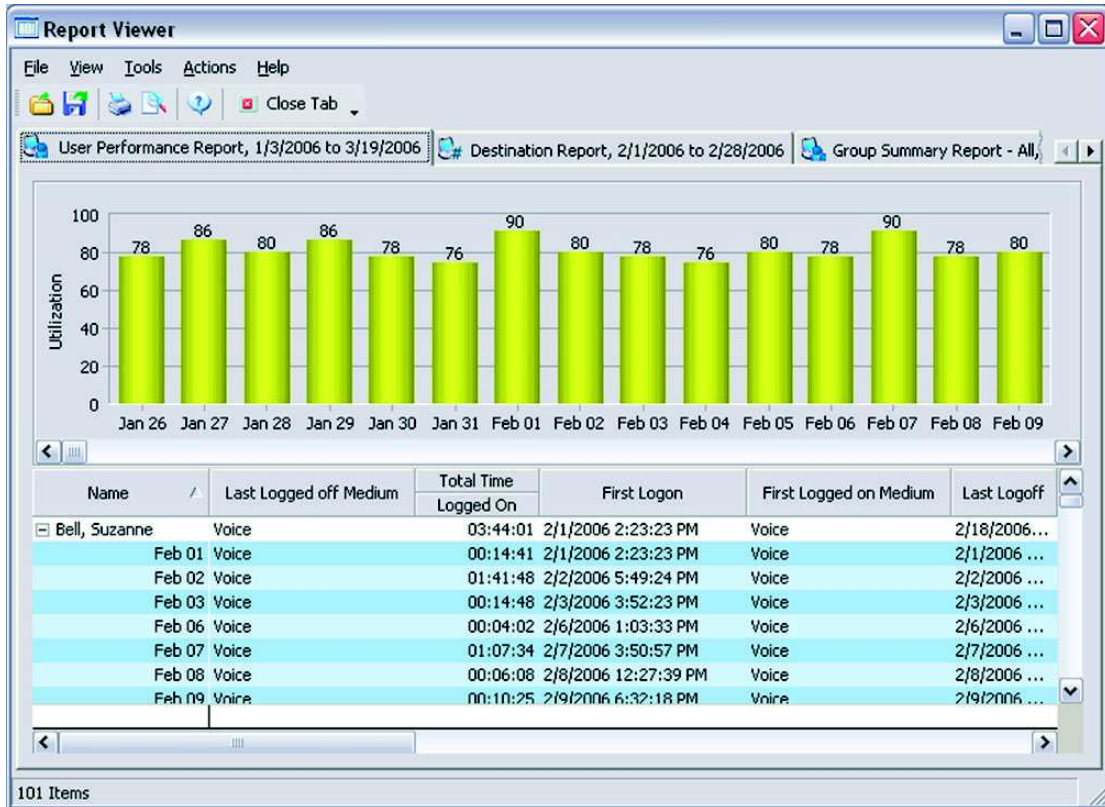


**Multimedia User Activity Report**

Historical Reporting

Historical Reports can be quickly created by just pointing and clicking to select data elements and report parameters. Managers can choose from a comprehensive range of statistical values for blended or media-specific reports, for example by user, group, queue, contact type or site. Report Center provides graphical as well tabular historical reports (see overleaf). Displaying historical reports in HiPath ProCenter Report Viewer allows managers to flexibly adjust report output even after the reports have been run. They can reorder and resort content, as well as tailor the level of detail to be displayed on screen.

Multiple reports can be opened in the Report Viewer concurrently, and are accessible with just a mouse click. Reports can be viewed on-demand or scheduled to run on a daily, weekly or monthly basis. Additional output options include printing, or content export to Excel, HTML, PDF or text file.



**Report Center – Historical Report Viewer**

**Broadcast Center**

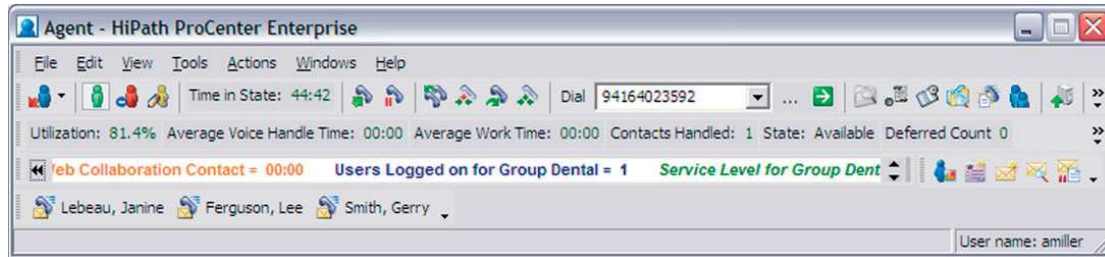
Broadcast Center offers a fully integrated interface for defining rules-based streaming statistics for wallboards as well as "tickertape" views for the agent desktop or external plasma displays. With the integrated Broadcaster, real-time statistics and performance data for all media can be streamed selectively to any agent's desktop. Managers can configure rules-based thresholds for wallboard as well as broadcaster views, to alert agents visually of changes in the operational conditions of the contact centre. Easy to define distribution lists for broadcaster views ensure that the relevant data is sent to a selected group of recipients.

**Agent Desktop (Optional Service)**

The Agent Desktop provides tools and information for handling multimedia interactions more efficiently while enhancing customer service quality. Agent desktop features include:

- An intuitive, blended desktop for multimedia contact handling;
- Unique presence and collaboration tools to drive first contact resolution;
- Convenient "tear off and park" screen elements and toolbars;
- Streaming real-time statistics and personal performance data;
- A visual Contacts Waiting Indicator for all media;
- Availability status and wrap-up reasons which can be reported on;
- An "Icon Mode" display option to reduce screen footprint to a system tray icon;





### Agent Desktop

#### Voice Handling (Inbound, Call-back, Outbound)

A full set of telephony controls and tools streamlines handling incoming calls. In addition, call-backs or outbound calls can be created by the agent, generated from a campaign list or requested by the customer using a Web-based interface. The agent receives a "screen pop" with customer data and contact details synchronized with the arrival of all interactions at the desktop. A built-in interface to 3rd party or in-house CRM systems can be used to automate customer file retrieval for display on the agent's screen.

#### Email Handling (Optional)

With HiPath ProCenter Email, the Agent Desktop offers tools to efficiently handle incoming and agent initiated email interactions. It provides a screen pop for routed email contacts and tracks internal as well as external email forwarding and consultation to enhance responsiveness and expedite resolution. To further streamline email handling, agents can receive auto-suggestions based on email subject matter. Or, they can decide to use text modules from a library of selectable email templates. The email history tool provides various search criteria to track the progress of interactions and searching within existing email threads. This enables agents and managers to understand the sequence of interactions leading to a satisfactory resolution.

Agents can proactively reach out to customers by initiating new emails. For determining the success of email campaigns or reactivation of customer relationships, agent initiated emails and related replies can be tracked and reported on. Also, information can be emailed to a caller even while on a call or Web collaboration session, improving quality of service for the customer and reducing the need for later follow-up activities by the agent.

#### Web Collaboration Handling (Optional)

HiPath ProCenter Web Collaboration is a fully integrated solution for effectively handling real-time customer dialog over the Web, leveraging the Agent desktop. With HiPath ProCenter Web Collaboration you can automatically categorize, route and queue live Web interaction requests. This establishes a session that allows customers and agents to communicate in real-time via Web text chat, with Web page push and escorted browsing, or via simultaneous voice communication.

To speed up interaction handling the agent can select text from a library of pre-built text blocks and push Web pages directly from a media library and have them instantly appear in the customer's Web browser. Escorted browsing allows the agent to synchronize the customer's Web browser to lead the customer through your Web site or locate specific content. Each Web interaction and transcript is stored in the server database.

#### Call-back Handling (Optional)

If your contact centre is handling inbound customer contacts only, you may be missing a significant opportunity to increase agent utilization and enhance customer

relationships. HiPath ProCenter Call-back helps you to fully leverage your contact centre investments by providing a blended agent desktop for handling inbound calls and call-backs. This helps optimizing agent productivity by providing a more balanced contact volume for agents throughout the day.

Your agents can make sure that customer interactions are followed up on by defining call-backs if required. A Web interface enables your customers to request call-backs at a time convenient for them. And, HiPath ProCenter provides built-in functionality to automatically create a call-back if a customer has hung up while waiting to speak to an agent.

Outbound Call Handling (Optional)

With the HiPath ProCenter Outbound option, managers can automatically import call lists for up to 10,000 outbound calls. Outbound calls are routed to agents according to their skills and availability, to pursue campaigns or make one-to one relationship marketing calls during times of lower incoming traffic. Outbound calls can also be used for customer surveys. Real-time and cumulative views will enable managers to monitor outbound calling activity and campaign status in real-time.

Historical reports for outbound interactions allow documenting the success of outbound campaigns or outcome of customer survey calls.

Unique Presence and Collaboration Tools

To help drive first contact resolution and responsiveness, agents can use the Team List and Team Bar features to view real-time presence and availability states of their peers, managers or even experts outside the contact centre. Available users can be included in a call transfer, consultation or conference with just a mouse click. Detailed presence and availability information is displayed for all media, so that agents can easily find the right person to collaborate with, to resolve voice, email and Web contacts in real-time



### **HiPath ProCenter CRM Ready Integrations**

To streamline integrating with your CRM systems, HiPath ProCenter Enterprise offers the following optional CRM integrations:

#### *CRM Ready Integration for SAP*

The certified integration for SAP 4.0 ICI and mySAP CRM 3.1 (CIC) provides a single, unified desktop with screen pop and CTI functionality fully integrated into the SAP interface. It enables personalized customer service through automatic customer identification. It allows intelligent routing of customer voice calls and emails to the best available agent based on skill set, job role, subject knowledge, customer data or business rules from mySAP CRM.

#### *CRM Ready Integration for Siebel*

The validated HiPath ProCenter Enterprise integration with Siebel 7.8 provides a unified agent view and desktop with embedded telephony controls. Agents receive a screen pop for each incoming customer call. To ensure optimal handling, customer needs are matched to agent qualifications based on HiPath ProCenter skills-based routing and Siebel business rules.

#### *Microsoft Dynamics CRM*

A screen pop integration with Microsoft dynamics CRM is an included feature at no extra cost. Customer records are identified and retrieved based on caller ID or IVR inputted digits, and automatically pushed to the agent.

Global Crossing is currently in discussion with Northgate to, the CRM application used by Uttlesford District Council, to establish any development work required to integrate the application with HiPath ProCenter.

## **10 Peripherals and Additional Services**

Global Crossing is able to offer a full portfolio of voice peripherals and additional services that can augment the Mts managed voice offering. The list whilst not exclusive includes the following:

- On site operator consoles and electronic directory systems;
- Braille consoles, handsets for hard of hearing and other bespoke handset devices;
- Conference handset pods;
- Headsets and handset plug in modules to support headsets;
- Add on handset key strips to provide additional programmable keys;
- On site cordless Dect handsets;
- Disaster Recovery mobile PBX systems & hot standby network re-routing;
- Non geographic numbers (e.g. 0800, 0845, 0870 etc)
- Voice Recording services using Mirra 2 or Wordnet 2 devices;

Global Crossing is happy to investigate for Uttlesford District Council other specific requirements that may arise.

## 11 Project Management Approach

Global Crossing together with OGCBuying.solutions has developed its Project Management skills and methodology based on many years of practical experience in delivering major customer facing projects to a wide variety of clients operating in both the public and the private sectors. Global Crossing's Project Management methodology is based upon the PRINCE2 method, which is widely recognised by many public and private sector organisations, both in the UK and overseas. The PRINCE2 methodology was specifically designed to provide a framework covering the wide variety of disciplines and activities required within a project.

Following its standard approach, Global Crossing proposes the creation of a project team for projects of this type. The team being the forum where representatives of Uttlesford District Council, Global Crossing and OGCBuying.solutions come together to make decisions and commitments to the project.

Global Crossing will play the leading role in the implementation. This will include project management, third party co-ordination and the physical implementation of equipment and upgrades. The role of Uttlesford District Council in the implementation will be similar to that of a Senior User defined in PRINCE2.

The nominated Global Crossing **Project Manager** shall be responsible for the day-to-day running of the project, setting up and acting as chairman for project review meetings to which Uttlesford District Council will be invited. The Project Manager is also the single point of contact for Uttlesford District Council on all aspects of the project. He will also be responsible for the supervision of Global Crossing Service Delivery Management staff. Global Crossing **Project Engineer** shall be responsible for overseeing the implementation of all installation, upgrade activities on Uttlesford District Council sites. Detailed Project planning will begin upon Uttlesford District Council's acceptance of this proposal and will continue until Uttlesford District Council accepts the last phase of implementation has been successfully delivered. Every aspect of the implementation service will be reviewed with Uttlesford District Council prior to completion of the final project plan. Key activities as part of project will include:

- Project Launch with Uttlesford District Council.
- High level Uttlesford District Council Service Design validation.
- Detailed floor-by-floor data collection.
- Site surveys.
- Third party supplier management.
- Management of change.
- Risk Management/ register.
- Test & Handover requirements.
- Acceptance criteria.

## 12 Mts Voice Tariffs

The Mts Managed voice service is charged per active extension on a rental basis.

The charges from **1<sup>st</sup> April 2006** are represented in the table below are quoted exclusive of VAT.

| <b>OGCbuying.Solutions' Mts Voice Tariff</b>  | <b>£ pa</b> |
|---|-------------|
| Annual analogue extension rental              | £225        |
| Active Entry Digital extension rental         | £261        |
| Active Economy Digital extension rental       | £275        |
| Active Standard Digital extension rental      | £281        |
| Active Advanced Digital extension rental      | £305        |
| Optipoint Xpress Soft Client extension rental | £257        |
| Optipoint IP 410 Economy extension rental     | £297        |
| Optipoint IP 410 Standard extension rental    | £313        |
| Video Conferencing ISDN via switch            | £225        |

Notes:

- The tariffs above includes the following;
  - On site PBX provision, installation and maintenance;
  - Project Management of installation
  - Mts Mobility Hotdesking and Remote Working
  - Voicemail;
  - DPNSS direct connectivity to the Mts private network & GTN at discretion of OGCbs;
  - 24-hour Centralised Telephone Operator Services;
  - All local, national, mobile & international calls;
  - Service Reports and Call logging facilities;
  - Network based Voicemail service;
  - Full Service Management; 24 hour proactively fault monitoring of service;

The table below details the tariffs for the HiPath Pro Centre Agile solution excluding VAT, these tariffs are inclusive of installation, ongoing maintenance and onsite training to be taken at the time of installation.

| <b>HiPath ProCenter</b>             | <b>£ pa</b> |
|-------------------------------------|-------------|
| 1-20 Agents                         | £12,750.00  |
| 21-40 Agents                        | £15,046.00  |
| <b>HiPath ProCenter Attachments</b> |             |
| Wall Board 4"                       | £1,020.00   |
| Tri Colour Wall Board               | £1,582.00   |

Notes:

- HiPath ProCenter tariffs include ½ day of on site supervisor training for 2 people to be taken at the time of initial installation and ½ day on site assistance on day the system goes live.
- ACD Turret Training consists of 15 people per session, each session 1 ½ hour max in duration with no more than 4 sessions a day. One training session is provided for each 15 ACD agent block ordered.

The tariffs detailed in the table below are applicable for HiPath ProCenter Agent Desktop.

| HiPath ProCenter Agent Desk Top | £ pa      |
|---------------------------------|-----------|
| 1-10 Agent Licences             | £4,020.00 |
| Agent Licence thereafter        | £408.00   |

Notes:

- (a) Any one system can have up to 70 desktop Agents.
- (b) A minimum of 10 licences is chargeable.
- (c) Tariffs are fixed for the duration of the contract term and can not be reduced.
- (d) Agent desktop only available if connected to the Mts Users LAN.
- (e) ½ a day agent desktop training is included to be taken at the time of installation.

### 13 Business Continuity

#### Overview

Uttlesford DC are enquiring about procuring MTS services and currently procure Business Continuity using backup switch from their maintainer. Following recent discussions it was felt that the Global Crossing “Disaster Divert” service would assist Uttlesford in their business continuity plans, therefore, this section describes the Disaster Divert service including processes involved and subsequent costs.

#### Service Outline

This service as described enables Uttlesford District Council to make provision for the diversion of inbound geographic calls from the Global Crossing network to be diverted to alternative numbers in the event of a disaster.

The Service is available for customers whose inbound geographic calls are delivered by Global Crossing, and hence is not available to Indirectly connected sites, i.e. those sites that are provided with Carrier Pre Select (CPS).

#### Service Overview

The Service includes:

- Pre-arranged diversion of individual DDI numbers to alternative geographic or mobile telephone numbers
- Pre-arranged testing of the diverts with the customer
- Invocation of the service by password



## **Service Technical Description**

A divert file is set up on Global Crossing's public telephone exchange for the customer. Selected DDI numbers from a range may be chosen. In the event of invocation of the service, calls to numbers in the DDI range that have not been included in the service will return Number Unobtainable (NU) tone to the caller. On invocation of the service, the divert file is used for routing of incoming DDI calls. Diverted calls are billed at the tariffs normally applicable to the customer.

## **Service Boundary**

The service is provided on Global Crossing's public switch routing tables. There is no software or hardware provided on the customer premises.

## **Site Requirements**

The site at which the service is provided must be directly connected to the Global Crossing network. The site at which the service is provided must have either Global Crossing telephone numbers or telephone numbers that have been ported to Global Crossing from another telecommunications operator.

## **Service Levels**

The diversion of calls from Global Crossing's public exchange to the customer's pre-defined telephone numbers will be implemented within two hours of the customer calling Global Crossing's Customer Network Operations Centre (CNO) to invoke it.

## **Service Invocation**

In the event of a disaster, the Customer shall invoke the service by ringing 0845 015 1099. The customer will be asked to quote their agreed password to authorise the invocation of Disaster Divert. Global Crossing will ensure the customer's divert file on its public exchange is activated and that all calls are diverted accordingly. Call charges will be raised for diverted calls.

## **Other Options**

- 1). It was also discussed that Uttlesford could utilize the Central Operator Service if required during migration.
- 2). Mobility can also be utilized for Disaster recovery situations.

Both of these are costed into the price of MTS.





## Tariffs

This table below provides the one off set up charge for the Disaster Recovery Diversion Service.

| Service Type                               | One Off Charge (£) |
|--|--------------------|
| Up to 20 numbers                           | £206.00            |
| Each additional 10 numbers or part thereof | £103.00            |
| Diversion of whole number range            | £206.00            |

This table below provides the annual rental charge for the Disaster Recovery Diversion Service.

| Service Type | Per Annum (£) |
|--------------|---------------|
| Site Charge  | £2,060.00     |

The tariff for testing the Disaster Recovery Diversion Service is detailed in the table below shall apply.

| Test Plan                                   | One Off Charge (£) |
|---|--------------------|
| Test divert plan within one month of set up | Free               |
| Test divert plan after one month of set up  | £515.00            |