



PREPARED FOR:

City of Columbus

PREPARED BY:

Angela Tucker, Account Manager: atucker@convergeone.com, 317-876-6531

Michael Mohr, Solutions Architect: mmohr@convergeone.com, 317-876-6579

PROJECT TITLE:

Business Process Audit

DATE:

07/26/2018

Version-1

CONFIDENTIALITY NOTICE

THE INFORMATION CONTAINED HEREIN IS CONSIDERED CONFIDENTIAL AND PROPRIETARY, PRODUCED SOLELY FOR THE CUSTOMER IDENTIFIED ABOVE.

This Statement of Work is proprietary to ConvergeOne, Inc. (“ConvergeOne”) and contains ConvergeOne Confidential Information. It may not be disclosed in whole or in part without the express written authorization of ConvergeOne. No portion of this Statement of Work may be duplicated or used for any purpose other than to receive Services or deliverables from ConvergeOne described herein.

CONVERGEONE PROPOSED SOLUTION AND DESIGN OVERVIEW

The City of Columbus has advised ConvergeOne that they have been utilizing their Genesys PureConnect Contact Center (IVR) solution for several years and with the new updates to PureConnect, as well as, changes at The City it would be very beneficial to perform a Business Process Audit. The goal of this engagement is to obtain a better understanding of how City of Columbus is currently utilizing the system and if those current processes may be improved to better meet the requirements of The City.

A ConvergeOne Business Analyst will perform a deep dive audit of the current business processes\requirements and how they can be better addressed with the features of the PureConnect system. After the completion of the onsite portion of the audit a findings document will be created that will include a current call flow diagram in Visio, recommendations on what PureConnect features would help the City, and what processes that may not meet with best practices. The following departments will be audited:

- Call Center: Call and Email Interactions (7:00am-6:00pm) Not currently queuing email interactions
- Billing Group: Calls are transferred here from other departments (7:00am-6:00pm)
- Public Office Staff (Business users) (7:30am-5:00pm)





- Water & Sewage Dispatch (24X7)

ConvergeOne Responsibilities:

PRE-ONSITE ENGAGEMENT TASKS:

- ConvergeOne Business Analyst to review reports, call recordings, place test calls, send test emails, investigate and evaluate all entry points that interact with City of Columbus the customer's journey

ONSITE-ENGAGEMENT:

- 1 week (40 hours) on-site engagement that includes side-by-side meetings/observations with supervisors, agents, and customers who represent each department involved in the audit
- ConvergeOne Business Analyst to involve a ConvergeOne Engineer as needed to review the IVR process during the audit
- Observe the business practices, document by what method agents are managing interactions, utilizing the system and identify low-hanging fruit to make immediate improvements in performance

DELIVERABLE:

- Business Analyst to produce a final document/evaluation (Visio) call flow of current call flows that includes feature recommendations, licensing requirements, best practices, staffing suggestions, and overall feedback of their experience.

City of Columbus Responsibilities:

- City of Columbus to provide existing call flows or entry points to include phone numbers, email addresses, social media platforms, and website confirmation: <https://www.columbus.gov/utilities/>. This information will be taken into consideration when preparing for the on-site visit.
- City of Columbus to send ConvergeOne current reports for each workgroup queue/department for the last month/quarter to provide information on call volume
- City of Columbus to send ConvergeOne the Agent Availability Detail report for each department and all agents assigned for the last month to provide information on agent availability
- City of Columbus to send ConvergeOne call recordings from each department for evaluation of agent interaction and customer engagement
- City of Columbus will provide the ConvergeOne Business Analyst access to the people and places they need to perform the audit
- City of Columbus will provide the ConvergeOne Business Analyst a place to work and primary contact during the onsite audit period



BILLING

The hardware and software required for this project will be billed at the beginning of the project before any work is performed. The project labor will be billed 50% upfront and 50% at the completion of the project. These billing terms supersede any master service agreement in place and are only applicable to the project stated in this Scope of Work.

SCOPE OF WORK ACCEPTANCE

The signature below of an authorized City of Columbus representative indicates acceptance of the terms and conditions of this Statement of Work by City of Columbus . A signature by an authorized ConvergeOne representative indicates ConvergeOne’s acceptance to perform the defined work under the terms of this proposal. Signatures by authorized representatives of both parties constitute the agreement.

A “Project Deliverable Acceptance Form” will identify the deliverables in this Statement of Work and will be filed by at the completion of the project.

ConvergeOne, Inc.

Authorized Representative:

Signature

Printed Name

Title

Date

City of Columbus Authorized Representative:

Signature

Printed Name

Title

Date

City of Columbus Primary Contact:

Printed Name

Title

Email Address

Phone Number