

The Department of Commerce and Consumer Affairs wishes to enter to a contract for continued efforts to develop and refine a centralized complaints management system (CMS), modernize and synchronize division webpages, establish a centralized call center and utilize artificial intelligence (AI) technology with knowledge-based content to enhance customer experience and interactions with the department. The solicitation includes annual maintenance that is at DCCA's option to renew and that all costs include all fees and taxes. The following functionality has already been built using the Salesforce platform and will require integration with this effort. The following details the scope of this project:

Implement General DCCA Call Center

- Initiate call center using Salesforce Service Cloud Voice and Goggle CCAI
- Assumes a new 800 number will be setup through Hawaiian Telcom
- Configuration of the General DCCA IVR for routing callers to the Divisions
- DCCA Plans to implement call center functionality for the following divisions, all others will be routed to the existing division call centers / phone numbers

Implement CTI Functionality for DCCA Divisions:

- **Scope:**
 - Support Phone Number Porting to Google
 - Configure Google Contact Center Call Tree Routing
 - Configure Salesforce Service Cloud Voice
 - Configure Omni Channel Queues and Agent Assignment Logic
 - Configure Salesforce Soft Phone
 - Configure Salesforce Voice Call records to track calls
 - Configure Salesforce Voicemail to track voicemails (optional)
 - Configure callback functionality (optional)
 - Configure Salesforce Case Processes for each division

PVL IVR Enhancements – Application Status

- **Scope**
 - Configure PVL IVR so callers have the option to check the status of their application
 - Allow callers to enter in their license number or automatically search for their license based on the number they are calling from
 - Configure IVR to call Salesforce PVL Application data and find matching records based on criteria above
 - Configure IVR flow to return and communicate the application status back to the caller while on the phone
- **Assumptions:**
 - All scoping items / requirements dependent on Google CCAI standard capabilities

PVL IVR Enhancements – FAQ

- **Scope:**

- IVR KB: Caller can input license type and question type and IVR plays recorded instructional messages.
- Pre-recorded FAQs: Caller on-hold get offered pre-recorded messages to listen to while on hold; will not prevent Agent from cutting in to help them.

Migrate Koan PVL Data to DCCA's Salesforce Org

- Migrate Accounts
- Migrate Voice Calls
- Migrate Cases
- Relate Voice Calls to Accounts and Cases
- Knowledge Articles

1.1 WEBSITE SCOPE

Enhance DCCA Web Experience

- Design 9 unique Division Home Pages
- Set up Authenticated case management for DFI, CATV, DCA, PVL and General DCCA
- SEO for these 9 Division Home Pages

Knowledge

- Define what goes in Knowledge vs what goes on the Division web pages –
- Configure Salesforce leveraging Knowledge
- Conduct Knowledge Training
- Initiate Search Prep

Finalize Integrations for Complaint Management

- RICO
- INS
- OCP

CSAT Surveys

- Set Up Qualtrics for CSAT surveys for call center reps (or use Salesforce Feedback)

Website Scope Assumptions

- The following guiding principles are planned for consideration:
 - Focus on what most public users are looking for
 - Design for the User - make it straight forward and easy to contact DCCA on all pages
 - Not everything should require a log-in

- Responsive Design for Mobile
 - Modern Design / Look-and-Feel
 - Aim for Call Deflection and Minimize Complaints
- Qualtrics will have accurate documentation to plug their feedback tool in with the website; delays or added complexity from the vendor may result in a Change Request
- Pacific Point will provide web designer to mock up look and feel; creative assets will be delivered, however DCCA will provide all content for the website
- Data migration is not planned
- Siri and Android when fully defined, can be assessed as a post deployment support item