



# MEMORANDUM

Council Agenda  
Item No. X. B  
3/12/2024

## The City of OKLAHOMA CITY

TO: Mayor and City Council

FROM: Craig Freeman, City Manager

Concurrence with the Oklahoma City Water Utilities Trust in approving a Statement of Work with HCL America, Inc. (C99029), Cisco Webex Contact Center design, implementation, configuration, migration services, and licensing, estimated implementation cost \$587,309, estimated annual licensing cost \$364,320.

### **Purpose:**

To approve a Statement of Work for Cisco Webex Contact Center design, implementation, configuration, migration services, and licensing.

### **Background:**

HCL America, Inc., provides ongoing application support for customer information, billing, and telephony systems for Utilities Customer Service.

Migration to Cisco Webex Contact Center is necessary to maintain a reliable and resilient system, as the current version is no longer supported by Cisco.

This migration includes the following upgrades:

- Interactive Voice Response (IVR) – allows for an improved customer experience with features such as estimated call wait times, multilingual chat, and virtual hold. Using call history analytics to redesign call center IVR flows will direct customers to the correct customer service representative streamlining their experience.
- Customer Telephony Integration (CTI) – integrating Cisco Webex Contact Center with the recently upgraded customer information and billing system (SAP S/4 Hana) to link a customer's telephone number to automatically bring up their account on screen to increase our responsiveness, customer satisfaction, and reduce call handling time.
- Workforce Management – Forecasts call volume with call center scheduling to ensure we have the number of Customer Service Representatives to serve our customers.
- Quality Management - stores voice and screen recordings granting the ability to quickly find interactions to coach agents, improve adherence, or settle disputes.

Staff recommends approving the Statement of Work.

**Estimated Cost:**

Project Implementation \$587,309

Annual Software Licensing \$364,320

**Source of Funds:**

OCWUT-Sewer Facility Account-Sewer Trust Capital-Wastewater Administration & Trust-  
Project SM-0308-IT Systems/Software (360-3560-3801600-07010-SM-0308-54164001)

**Review:**

Utilities Department

**Recommendation:**

Concur with Oklahoma City Water Utilities Trust in approving the  
Statement of Work.