

# EOTSS Defined Services

## MassVoice Mobile



### MassVoice Cloud Contact Center Service Overview

The **MassVoice Cloud Contact Center** is a secure, cloud-based omni-channel contact center solution designed exclusively for Massachusetts State and Local government clients. Delivered via the EOTSS secure network and hosted in Five9 data centers located in Atlanta and Santa Clara, this solution combines advanced cloud-based contact center software with robust security and management tailored to meet the needs of government entities.

### MassVoice Cloud Contact Center Core Features

- **Inbound and Outbound Calling**
  - Comprehensive automation, dialing, and messaging capabilities.
  - Tools to manage inbound customer queries and outbound outreach efficiently.
- **AI and Automation Tools**
  - Enhance agent productivity with AI-powered features and automation tools.
    - *Functionality must be vetted with Security and Risk Management teams.*
- **Mobile CRM Functionality**
  - **Intelligent Routing:** Ensures calls and messages are directed to the appropriate agents.
  - **Mobile Messaging & Chat:** Enables seamless multi-channel communication.
- **Predictive Dialer**
  - Automates outbound dialing to maximize agent talk time and minimize idle periods.
- **Contact Center Statistics**
  - Real-time dashboards for supervisors to monitor performance and call center metrics.
- **Virtual Contact Center Suite**
  - Includes smart dialers, intelligent routing, and on-screen caller information to enhance efficiency and customer interactions.

## MassVoice Cloud Contact Center Service Delivery:

- **Security and Resiliency**
  - Hosted in redundant **Five9 data centers** for high availability.
  - Traffic is secured through EOTSS's network for compliance and data protection.
- **24/7 Monitoring and Support**
  - Proactive monitoring and emergency support are provided around the clock.
  - Direct connections to Five9 data centers enhance reliability and reduce latency.
- **End-to-End Managed Service**
  - All aspects of the service, from onboarding to ongoing support, are fully managed by EOTSS in partnership with our business partner and Five9.

## MassVoice Cloud Contact Center Service Delivery:

- **Project Management**
  - **Comprehensive Onboarding:** EOTSS oversees every stage of implementation to ensure a smooth transition.
  - **Carrier Coordination:** Works with carriers to minimize fees and improve redundancies.
  - **Cost Optimization Strategies:** Proposes actionable plans to reduce spending while enhancing service levels.
  - **Stakeholder Collaboration:** Facilitates participation among vendors, agencies, and EOTSS teams.
  - **Training and Instruction:**
- **Contract Management**
  - **Renewals and Amendments:** Handles contract negotiations to ensure continued service excellence.
  - **Vendor Oversight:** Ensures compliance with Service Level Agreements (SLAs) and contractual terms.
  - **Hardware and Software Recommendations:** Evaluates and recommends system enhancements to meet evolving needs.

## MassVoice Cloud Contact Center Target Audience:

MassVoice Cloud Contact Center is exclusively available to eligible **Massachusetts Commonwealth entities**. It is not accessible to commercial clients, ensuring focus on the unique requirements of public sector operations.

## MassVoice Cloud Contact Center Summary:

The MassVoice Cloud Contact Center is a purpose-built, secure communication solution for Massachusetts government agencies. With its feature-rich Five9 platform, robust support, and managed services, it empowers agencies to deliver efficient, customer-focused communication while meeting stringent security and compliance standards.

