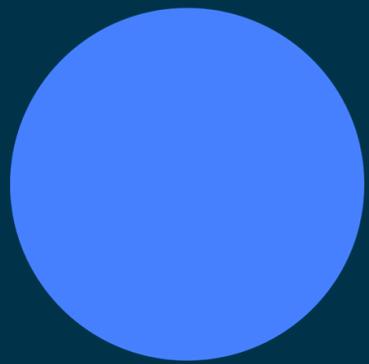


# **Technical Details of the Unified Platform**

**Morgan Baker**

**Vice President, Information Technology  
Vibrant Emotional Health**



# Disclaimer

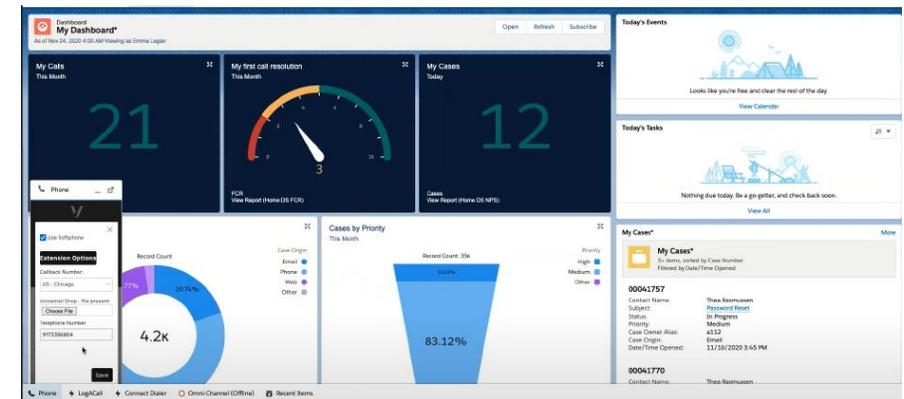
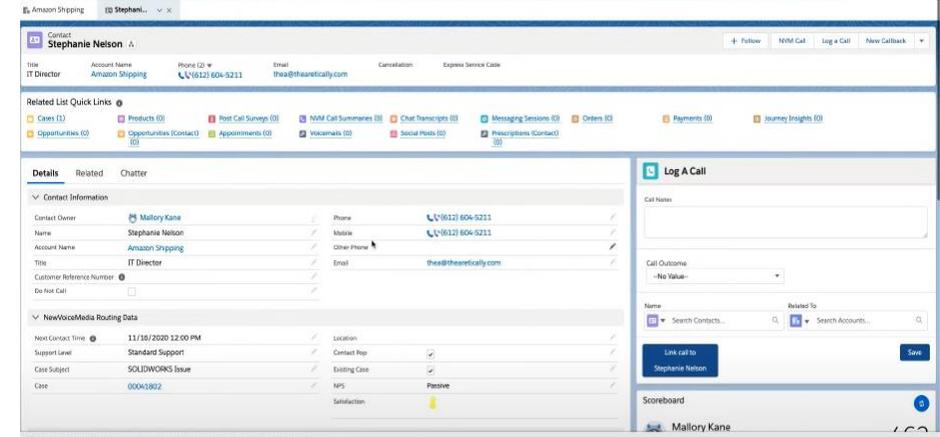
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- Unified Platform Overview (UP)
- Contact Center System (CCS)
- Customer Relationship Management (CRM)
- Reporting and Analytics
- Technical Requirements
- Lines of Business
- Summary

- Portal in the Cloud
  - login from any browser with an internet connection
- Omni-Channel
  - call/chats/texts all in one place
- Components
  - Contact Center System (CCS)
  - Customer Relationship Management (CRM)
- Improve Caller Experience
- Improve Counselor Effectiveness
- Visibility
- Improved Routing Capabilities
- Simplified Administration
- Enhanced Analytics / Reporting

# CCS - Capabilities

- Omni-Channel Interactions
- Clean, Simple and Consistent Dashboards
- Extensive Counselor Tools and Resources
- Expanded Visibility, Reports and Notifications
- Improved Messaging
- Full Supervisory Functions and Reporting
- Work Force Optimization (WFO) / Work Force Management (WFM)
- Deeper Dive Analytics



- Improved Routing Capabilities
- Custom Routing by Channel
- Confirm Counselor Availability Before Sending
- Automated Overflow and Failover
- Simplified and More Granular Administration
- Custom Spike Treatments

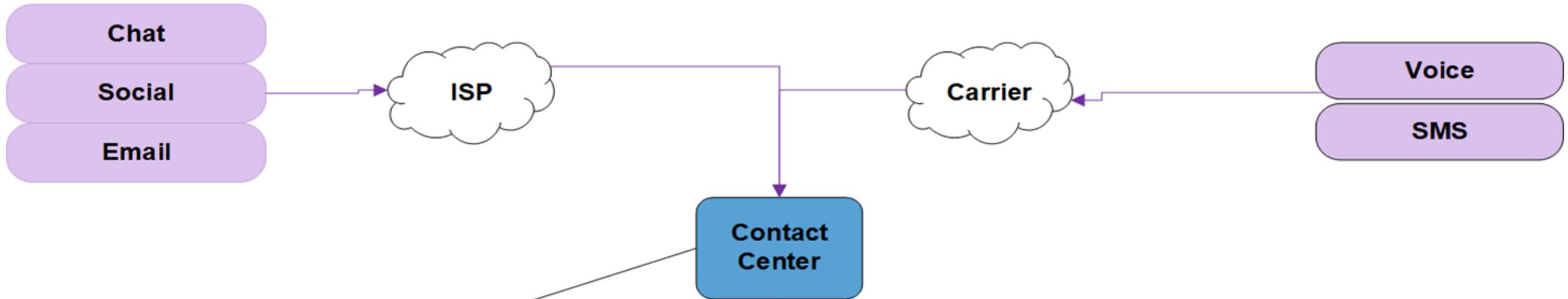
- Single Portal for Omni-Channel Administration
- Drag and Drop Routing Changes
- Simplified Recording Changes
- Distributed Contact Center Profile Settings
- Test Pre-Production / Push to Production

## Data will reside in the CRM to provide the Contact Center the following:

- Assessment of Immediate Risk
- Development of the Safety Plan
- Scheduling and Tracking of Follow-Ups
- Coordination and Tracking of Emergency Rescues
- Analytics and Reporting
- Secure Data Sharing with External Entities
- Quality Assurance Reviews of Completed Contacts

- 120+ Prebuilt Contact Center as a Service (CCaaS) Administration Reports
- Customizable Platform Reports
- Data Sets Available through:
  - File Transfer Protocol (FTP)
  - Application Programming Interface (API)
  - Real-time Transport Protocol (RTP)
  - Data Warehouse
- Real-Time and Historical
- Scheduled and Ad-Hoc

# Unified Platform Overview - CCS / CRM Interaction



A **Contact Center** supports visitor interactions across a range of channels, including phone calls, email, Web chat, Web collaboration, and the emerging adoption of social media interactions. When a communication comes into the Contact Center, it is the central module for:

- Routing to the available Center based on predetermined rules
- Front End Graphic User Interface.

Pre-defined rules will drive how the data/forms are displayed within the screen pops.

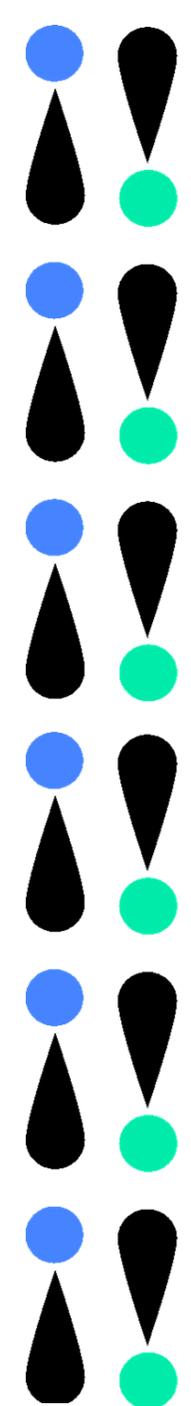
Computer Telephone Integration (CTI)  
or  
other integration native to  
the vendor platform

A **CRM** provides relevant information for clinical interactions. It helps track and manage information. At its core, it is a database of information that attempts to provide a holistic view of each visitor in real time.

- Laptop or Desktop Running Windows 10
  - Intel Core i3 or better
  - 8GB RAM
- Headset with Microphone
- Browser Based
- Reliable Internet Connection
  - Bandwidth requirements will depend upon total staff and other workloads
  - ~150Kbps for a call, latency under 150ms
  - Ethernet or WiFi support as long as the bandwidth requirements are met
- No telephony circuits will be required

- Costs for handling other lines of business will be the local center's responsibility
- Local center to work directly with vendors
- Separation of data
  - Vibrant will not have visibility into data associated with other lines of business

- Unified Platform – Two Main Components
  - CCS and CRM
- Able to Meet the Person-in-Need Regardless of Communication Method
- Significantly Better Caller Experience
- More Efficient Counselors
- Consistent Workflows and Processes
- Better Communications with Centers
- Simplified Administration
- Real-Time and Historical Visibility
- Enhanced Analytics / Reporting



# Contact Information

- Questions about 988 – including questions about Unified Platform and this presentation should be directed to: [grants@vibrant.org](mailto:grants@vibrant.org)

