Technical Details of the Unified Platform

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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
Unified Platform Overview

• 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
CCS - Routing Enhancements

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

- 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
Reporting and Analytics

• 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
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.

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.
Technical Requirements

- 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
Handling Other Lines of Business – Future Enhancement

• 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
Summary

• 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:
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