



[CA-274196] IVR/Contact Center Call Recording bulk download

Created: 02/15/2024 10:38 AM - Updated: 03/11/2024 08:11 PM

Status:	Committee Review		
Project:	CalSAWS		
Component/s:	None		
Fix Version/s:	None		

Type:	CER		
Reporter:	Frederick Gains	Assignee:	Yogesh Patel
Labels:	CSC-Committee		

<i>Main</i>			
Region #:	5		
County:	Orange		
Submitter's Name:	Jason Garrett		
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Programs Impacted:	CalFresh, CalWORKs, CAPI, GA - Managed, General Relief, Medi-Cal/MSP/CMSP		
Request:	<p>Justification / Request Summary: Bulk Call Recording Download</p> <p>Issue:</p> <p>To gain a better understanding of the needs of our community, we have partnered with a third-party vendor to analyze our call center call recordings and identify trends. Our aim is to improve our agency's customer service while decreasing wait times and call volumes. Initially, we had planned to use the bulk download feature in Calabrio for retrieving the call recordings. However, since we have learned that this download feature in Calabrio is unavailable, we need to identify alternative ways to gather our call recordings.</p> <p>We are asking to have our call data mirrored in two separate S3 buckets which would allow us to achieve this goal (the original bucket which is used by the Project and us for Calabrio/eGAIN etc, which will remain untouched, and a new County owned S3 bucket for our vendor's team to process data and pull analytics from).</p> <p>Our vendor would copy and delete the data as it is used, ensuring that the S3 bucket is not used to store any additional data long term. The vendor will need, and we request to also have both the .wav and .json files be made available for each call, as this will enable them to analyze the metadata associated with the calls for best results. The County will procure this AWS storage through a separate arrangement and provide access to the Project to copy the requested mirrored data into this new location.</p> <p>Attached are the documents provided by Qualtrics, Farlinium & Vidizmo</p>		
Recommendation:	Create a solution to duplicate Orange Call Recordings and call metadata downloads into a County owned AWS S3 bucket.		
Priority/ Implementation Consideration(s):	Orange County and Qualtrics, Farlinium & Vidizmo are planning a pilot/proof of concept in that we wish to kick off as soon as possible. We would like to execute this plan in the next few weeks.		
Area(s) Impacted:	Call Center		
Committee:	IVR & Contact Center		

Attachments
Orange - Bulk Download CER - 02-14-2024.docx (2.98 MB)

Comments
Logan Pratt added a comment - 03/11/2024 08:11 PM

To be reviewed at committee meeting on 05/22/2024