311 TECH SURVEY - 2016

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3 Year Comparison of Tech Survey

- 24/7
- Active Directory
- Virtual Servers
- CRM
- Mobile App
- Disaster Recovery
- IVR

24/7

- 2016 – 45%

- 2015 – 43%

- 2014 – 35%

ACTIVE DIRECTORY AUTHENTICATION

- 2016 – 90%

- 2015 – 74%

- 2014 – 57%

VIRTUAL SERVERS

- 2016 – 89%

- 2015 – 65%

- 2014 – 61%

CRM

- 2016 – 85%
  2015 – 84.85%
  2014 – 83.72%

- Hosted Locally
  2016 – 67%
  2015 – 79%
  2014 – 75%

- Integrates with Phone System
  2016 – 47%
  2015 – 25%
  2014 – 31%

Mobile App

- 2016 – 71%
- 2015 – 73%
- 2014 – 73%

3rd Party Supported

- 2016 – 85%
- 2015 – 79%
- 2014 – 73%

DISASTER RECOVERY

- 2014 – 55% when we asked Yes or No

- Tested? Formalized? Some Planning? Thinking about it?
  2015 – Tested 22%   Formalized 47%
  2016 – Tested 29%   Formalized 18%

IVR with Self Service

- 2016 – 82%

- 2015 – 47%

- 2014 – 74%

IVR or Menu (2016)

IVR – 48%	**Menu – 52%**

- Self Service – 83%
- Skill based Routed – 64%
- Resolved – 21% Average
  (Range 1% to 60%)

- Self Service – 18%
- Route Calls – 45%
- Resolved – 5%

2016 Tech Survey highlights

- Number of Contacts – 12,915,695 contacts

- Maximum Number of Agents at one time – 477

- IVR or Menu?

- Vendors we use

Vendors Represented to name a few

Call Recording Avaya   Calabiro   Cisco   Higher Ground
Interactive Intelligence   Nice   Telestrate   Uptivity
Verint   Voice Print

Workforce Management   Aspect Blue Pumpkin
Calabrio   Cisco   Community   IEX
Interactive Intelligence   Nice   ShoreTel   Verint

CRM   CSDC - Amanda   Home Built   Intelligov
Lagan/Kana/Verint   Microsoft   Motorola
Oracle Oracle - people Soft   Oracle - Siebel
PublicStuff   Salesforce   SAP   Wendia

Quality Monitoring Calabrio   Interactive Intelligence   Nice
Telestrat   Tooty   Uptivity Verint