

From: Adams, Marcia S.
To: Phelps, Annie L. <Phelps_AnnieL@scdps.state.sc.us>
Date: 1/3/2003 9:35:53 AM
Subject: RE: WEB/IVR deployment

Annie,
I think that the team will determine what should be on the web. We will need to determine staffing and how Alternative Media will process the new transactions. Of course, Rhonda will need to be involved.

-----Original Message-----

From: Phelps, Annie L.
Sent: Thursday, January 02, 2003 5:36 PM
To: Adams, Marcia S.
Subject: RE: WEB/IVR deployment

Marcia, all three should be a part of this team. Will this still be a part of Alternative Media? Will you and I discuss staffing needs or will that be discussed by the team?

-----Original Message-----

From: Adams, Marcia S.
Sent: Thursday, January 02, 2003 10:07 AM
To: Phelps, Annie L.
Subject: FW: WEB/IVR deployment

Annie,
Please read this. I think Sharon Madison should be on the team as well as Hattie. What about Rhonda?

-----Original Message-----

From: Earley, Jr., James E.
Sent: Friday, December 27, 2002 9:30 AM
To: Adams, Marcia S.
Cc: Burgis, David
Subject: WEB/IVR deployment

Marcia,

The WEB/IVR systems are due for deployment at the end of March. We were looking at March for two reasons 1) A March date gives us time to make changes and test the credit card/debit card system and 2) it gives us time to make some changes/add some transactions to the WEB site.

We spoke earlier about the possibility of adding some vehicle transactions to our WEB site that could reduce the number of calls coming into our CALL CENTER. We also talked about adding some WEB inquires that could help the counties, law enforcement and other external customers. Most of these transactions would require a fee.

Attached is the rough draft of the type of screens that we can add to our site to sell info. through the web rather than over the phone in the call center, as we currently do.

With the current CACI maintenance contract, we have Wayne Uniat (the engineer/programmer for the WEB site and IVR system) through the end of March. This means that we need to define what we want to initially offer through the WEB/IVR within the next 30 days and let Wayne build the transactions. This will give us enough time to test before he leaves at the end of March.

If we are going to make any changes to the WEB system, we need to put together some type of team to review/evaluate WEB transactions that we want to offer.

Let me know what you think.

-----Original Message-----

From: Wayne Uniat [mailto:wuniat@msn.com]
Sent: Thursday, December 19, 2002 2:44 PM

To: Jimmy Early
Cc: Bronco Briggs; Jim Milstead
Subject: New Web Site in Support of Call Center

Hi Jimmy:

I am attaching a Word document that outlines my preliminary thoughts on implementing a web site to "offload" some of the calls made to the call center. Everything is very rough at this point but I wanted to document my understanding of what we were trying to achieve and rough out a couple of web pages to help visualize a potential solution.

Let me know what you think. No rush, I will be taking the week from Dec 21 to Dec 29 off.

Thanks,
Wayne