



# City of Broken Arrow

## Request for Action

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**File #: 19-168, Version: 1**

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**Broken Arrow City Council  
Meeting of: 11-07-2017**

**To: Mayor and City Council**  
**From: Office of the City Manager**  
**Title: MOCK Approval of and authorization to purchase Cisco Contact Center Enterprise and Zoom Call Recording from Chickasaw Telecom pursuant to the Oklahoma state contract**

**Background:**

The City has utilized Cisco Unified Communications throughout most city locations as the primary phone system. Cisco Contact Center and Zoom Call Recording will provide additional features needed for improved customer service. Contact center will provide basic call queuing. Basic call queuing automates call holding by informing the customer of their location and wait time in the queue. The customer will have the option to continue holding or leave a message for a call back if they are unable to hold. Zoom call recording will provide the ability to record customer service phone calls. This will enable managers to review phone calls for training purposes or to resolve a dispute with a customer. The initial purchase is for ten agent licenses to be used in the finance department but the system has the ability to be expanded for future needs.

The total cost is \$41,762.60. Sufficient funds have been budgeted for these projects in CIP for fiscal year 2017 - 2018. Staff proposes that the Cisco Contact Center and Zoom Call Recording be purchased through Chickasaw Telecom, a provider of the service through a state contract for CISCO products.

**Cost: \$41,762.60**

**Prepared By: Stephen Steward, IT Director**

**Reviewed By: Finance Department**  
**Legal Department**  
**Russell M. Gale, Assistant City Manager**

**Approved By: Michael L. Spurgeon, City Manager**

**Attachments: Zoom Call Recording and UCCX-Premium-10agent**

**Recommendation:**

Approve the purchase Cisco Contact Center Enterprise and Zoom Call Recording