

California Department of Insurance

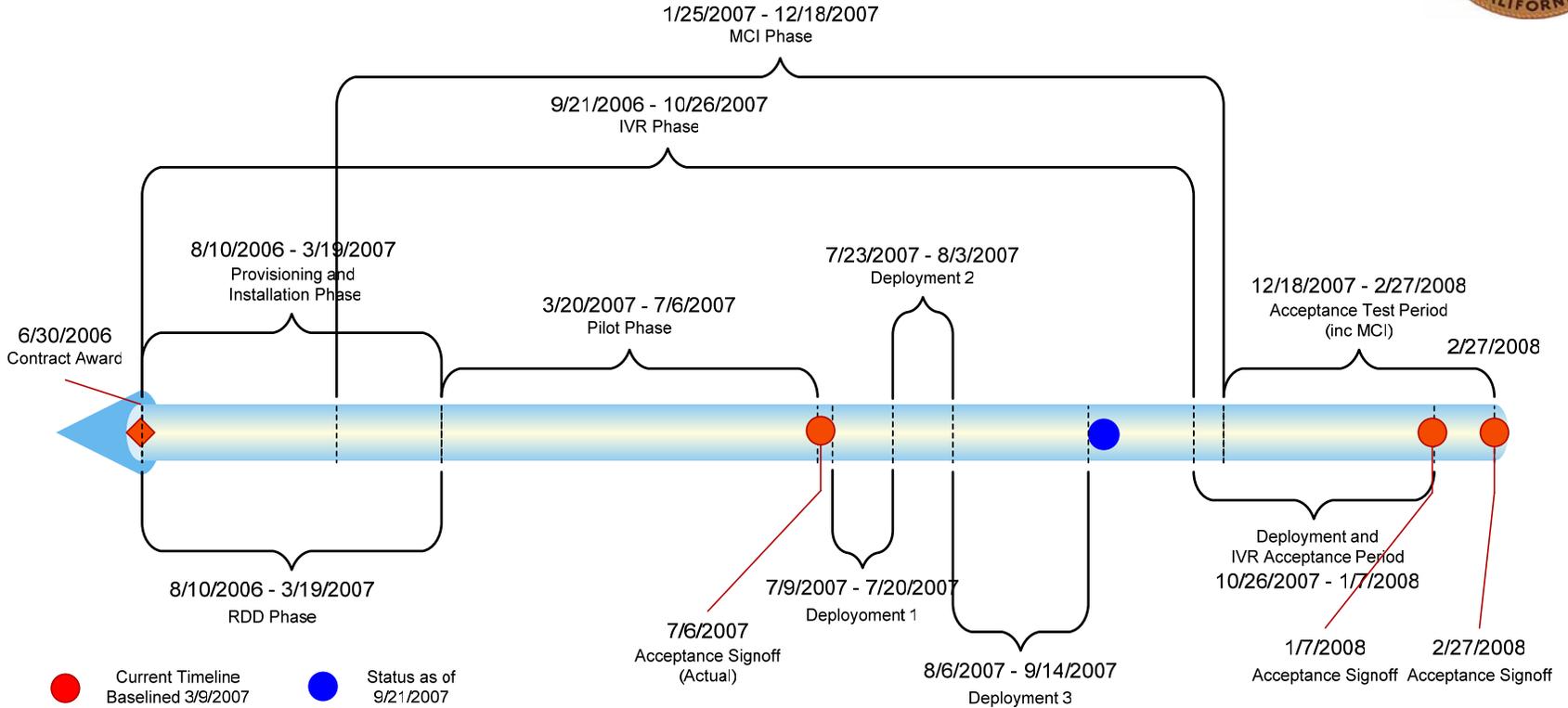
VOIP System Overview

Project Status

- Over 1500 IP phones installed with unified messaging, extension mobility, and conferencing
- IP Call Center applications deployed to Sacramento & Los Angeles
- Next Steps
 - Activate the Self Service IVR for industry callers
 - Multi Channel Integration



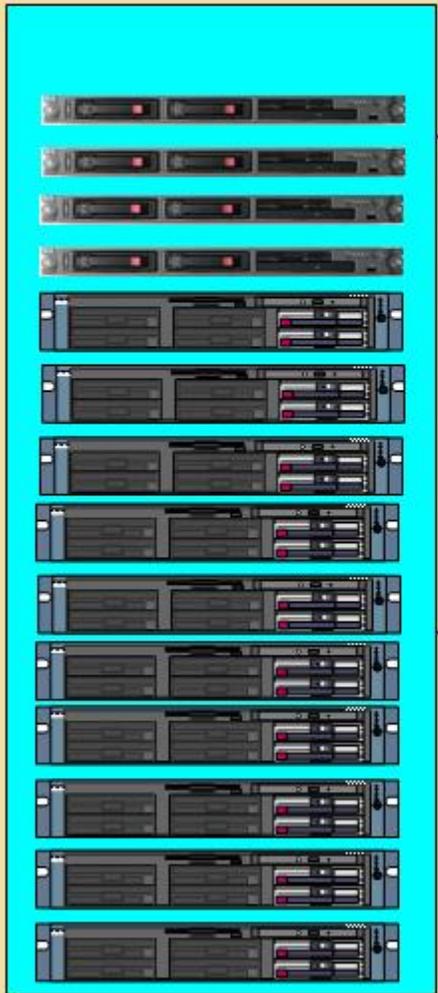
Project Overview



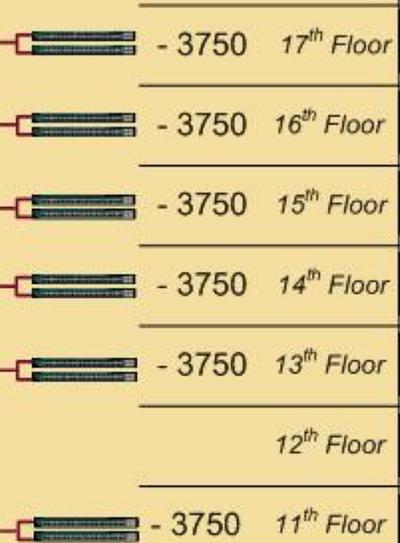


LEGEND	
	Router
	DS3
	2 X T-1
	1 X T-1
	1 X T-1 - Call Center heartbeat monitoring for auto fail-over

13th Floor Server Room
26 VOIP Related Servers

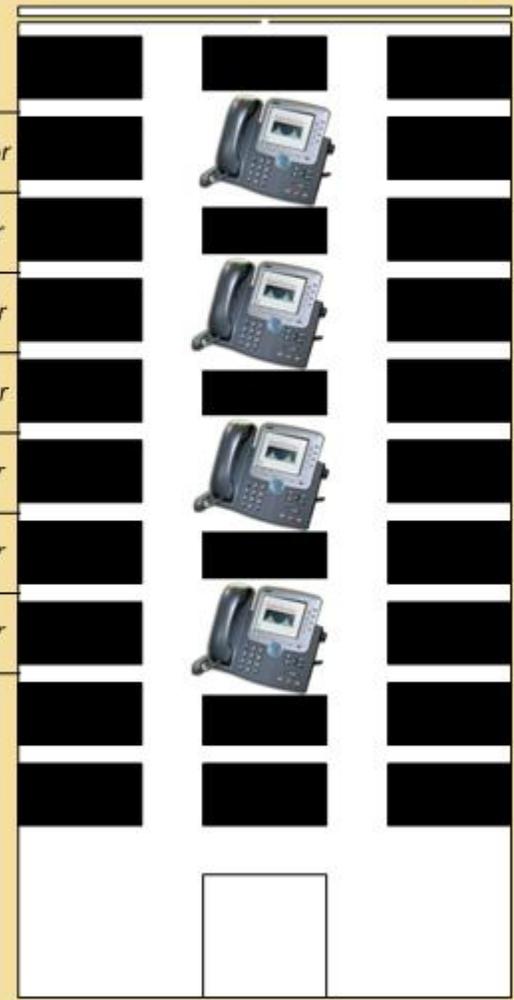


Core Routing Infrastructure
(2) 6509's



Switch Farm

Sacramento Hub Site



Network Infrastructure Readiness

Lesson's Learned

- Power over Ethernet switches
- QOS capable routers
- VLAN Environment
- LAN/WAN Redundancy
- Server rack space requirements
- HVAC requirements

Network Readiness Costs

- Switches \$500,000
- Routers \$300,000
- Network Engineer \$30,000

Call Center Lesson's Learned

- Reporting Requirements
- Walk-in Hotline Phones
- Call Recording
- Softphones

CDI's VoIP Telephone and Call Center System

"What does it mean to me?"

- Places e-mail, voice mail, and fax mail at the desktop (unified messaging).
- Can still pick up voice mail using the phone but phone message system will now tell you how many e-mails you have and who they are from.
- Provides 4 digit dialing (last four of your number) to reach any CDI employee.
- Provides extension mobility where the user can take their number from location to location just by signing onto the system.
- Allows you to have a CDI contact list to see if staff are in the office, away, traveling, etc. (presence capability).
- Internal calls (CDI to CDI) travel over the CDI data network unless capacity is reached at which time calls are routed over the public telephone network.
- Allows users/agents to be connected from off-site locations (e.g., Disaster Assistance Center).
- Built-in failover to the public telephone network if CDI's network fails.
- Opens additional communication avenues for callers to contact CDI (Multi-Channel Integration).
- Provides word recognition (ease of use) to callers for call center contact.
- Protect CDI investment from technology obsolescence.