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NEC

Streamlined Telephony Solution: Government Office

NEC Streamlines Calls System for Governor's Office

For the Governor of Minnesota, it is important to have good communications with state-wide staff and constituents. Located in the state capitol building in St. Paul, the Governor's office receives a large number of calls on a daily basis. Whether it's a legislator, a journalist or a citizen with a viewpoint, the Governor's communication system needs to handle a steady stream of calls while creating a positive impression with the public.

Sometimes an issue generates an avalanche of calls to the Governor's comment line, and his communication system needs to handle the sudden surge without becoming overwhelmed. Given the daily importance of a reliable and robust communication system, the Governor's office chose to install an NEC system.

Challenge

The Governor and his staff of 52 employees were using an electronic key system installed in 1993. The call distribution system was not keeping pace with the volume of calls, causing long hold times and the need for more than one receptionist at a time. Furthermore, occasional issues generated overwhelming call volume for the comment line. Not only was the phone system ill-equipped to handle the volume, there was no software in place to track the call response. The Governor's office also wanted an IP adaptable system that could accommodate the migration to Voice over IP in the future.

NEC communication systems in place at other Minnesota state offices were getting good reviews, so the Governor's office decided to evaluate NEC solutions along with those from other vendors.

Solution

In consultation with Teltronix Information Systems, an NEC Associate, the Governor's Office decided to install a NEAX® 2000 IVS₂, a full-featured PBX that supports advanced networking and IP telephony for the small-to-medium sized office. Additionally, the Governor's office purchased 50 Dterm® Series E 16-button display phones and two Dterm Series E 32-button display phones.



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Jonathan Jackson,
Teltronix Account Manager

"The new system improves call-handling efficiency at the attendant positions by streamlining the process and simplifying the transfer of calls. For instance, Busy-Lamp indicates busy status for ease in transferring," said Jonathan Jackson, Teltronix account manager. "Communication between staff members has also improved due to the intercom feature on the Dterm Series E phones."

NEC system software features are especially well-suited to the needs of the Governor's office. Automatic Call Distribution routes callers and prevents long queue holding times, especially when there are issues that generate an overwhelming number of calls to the comment line. Interactive Voice Response and Voice Mail tally and track responses to the comment line according to the viewpoint expressed.



Results

"Our installation team interfaced very well with the Governor's staff and followed up to make sure all needs were addressed. Staff training provided by TelTronix was very thorough and gave the staff a clear understanding of phone usage," said Jackson.

With the installation of the new NEC system, the Governor's ability to interface with constituents is much improved. The office can now handle a larger call volume in a more efficient manner. Additionally, 35 NEC products, including NEAX PBXs, have been added to the Minnesota state bidder's list so other state offices can benefit from NEC communication solutions.

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