



# Benefits and Services Committee

## Item Number 4 – Open Session

**Subject:** Evolving Telephony Technology within Benefits and Services

**Presenter(s):** Shani Keyser Boes

**Item Type:** Information

**Date & Time:** May 2, 2024 – 15 minutes

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**Attachment(s):** None

**PowerPoint(s):** Evolving Telephony Technology Within Benefits & Services

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### **Item Purpose**

This item is to inform and provide an overview the upcoming changes and capabilities of the recently implemented telephony system, NICE CXOne. Phase I implementation occurred in December 2023. Phase II of the technology solution is in the process of development and incrementally rolling out as components are tested, trained and readied for integration and adoption by respective business areas.

### **Executive Summary**

Leveraging the recently procured and implemented telephony product, NICE CXOne, Benefits and Services plans to expand utilization to enhance the overall customer experience by taking advantage of upgraded phone tree capabilities as well as the reporting, survey, and support functionality. This expansion, Phase II, is geared toward enriching the reporting and accountability aspects of NICE CXOne in addition to engaging with the “voice of the customer”. Additional enhancements will include single sign-on for workforce management components which currently require a separate login as well as the integration of survey technology with performance reporting.

### **Background**

The CalSTRS Customer Service Division within the Benefits & Services Branch is working with all divisions within the branch as well as Technology Services to enable clear channels of customer feedback and effectively utilizing the varied tools and capabilities of the telephony platform. The team is focused on clear solutions to provide measurable and action-oriented results to further the customer experience.

Strategic Plan Linkage: Goal 2: Leading Innovation and Managing Change: Improve Services to Enhance the Customer Experience.

Board Policy Linkage: [Board Governance Manual \(calstrs.com\)](https://www.calstrs.com/Board-Governance-Manual) Benefits and Services Committee

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**Optional Reference Material:** *(prior board items, supplemental educational materials, etc.)*

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