



State of Ohio Go Live Report for Oct 15, 2020

Profiles		Enhanced Contact Center			Hosted Video		Features	
Basic Digital	41,267	ECC Agent	2,103	Hosted Video	187	ACD Agent - Basic	1,116	
Enhanced Digital	4,777	ECC IVR Port	735			ACD Agent - Enhanced	119	
Misc. Analog	4,731	Text to Speech Add Voice	90			Call Recording / Quality Monitoring	1,483	
Misc. Digital	4,929	Text To Speech Prod	156			DID Reserved Deactivated	8,576	
NGTS HEUC Profiles	3,323	Voice Rec Prod	70			Large Survivable Service	3	
NGTS HUC Profiles	228	September Fax 2 Mail			Mass Communication - State		Medium Survivable Service	11
Room Based Profile	27	Service	Quantity	Service Cost	Agencies	1	Meeting Place Coordinator	813
SIP Call Path	1,951	Total Faxes	215,200	\$8,177.60	Users	321	Session Border Controller	2
Voice Mail Only	110	Fax DIDs	1,736	\$1,683.92			Shadow Secondary Line	170
	61,343	2020 YTD Total	1,636,060	\$62,170.28			SIP DID Number	18,305
							Toll Free ECC	144
							Toll Free NGTS	172

Project Type	Project Name	Total Endpoints	Go Live	Project Manager
Hosted Video	BWC Video Trios	30	12/31/2020	Whitcomb, Steve
Mass Notification	Attorney General's Office	400	10/30/2020	Whitcomb, Steve
	GCRTA - Phase 2 (Incidents Notifications)	100	11/30/2020	Whitcomb, Steve
	DoDD - All DC Locations	2000	12/30/2020	Whitcomb, Steve
UCCE	AGO - Collections Contact Center	5	10/19/2020	Whitcomb, Steve
	OSU-WMC Zoom Upgrade	0	10/30/2020	Whitcomb, Steve
	BMV IVR Central Issuance Enhancements	1	12/31/2020	Whitcomb, Steve
	Stark Co Treasury Dept Contact Center	14	1/30/2021	Massey, Kenton
UCCE new CC	Tax Call Center Migration		11/30/2021	Massey, Kenton