FIRCREST CITY COUNCIL
STUDY SESSION AGENDA

TUESDAY, FEBRUARY 22, 2022   **COUNCIL CHAMBERS**
6:00 P.M.   **FIRCREST CITY HALL, 115 RAMSDELL STREET**

1. **Call to Order**

2. **Pledge of Allegiance**

3. **Roll Call**

4. **Agenda Modifications**

5. **[Cloud-Based Phone System Changeover Discussion](#)**

Below is the call-in information for the public to listen via Zoom.

Zoom Meeting Details:
Dial-in Information: 1-253-215-8782 *Webinar ID*: 857 7769 7009 *Password:* 312044

FIRCREST CITY COUNCIL AGENDA SUMMARY   **February 22, 2022**

NEW BUSINESS: Phone System VOIP
ITEM
FROM: **Colleen Corcoran, Finance Director**

RECOMMENDED MOTION: No motion. For discussion purposes only.

PROPOSAL: Provide a review to Council of switching our phone system to voice over internet protocol.

HISTORY: The current Mitel phone system was purchased in 2015 for a total cost of $11,596 through ERR. The replacement value in ERR is $60,000 and is split between Non Department, Police, Parks, and PW. If a new system was purchased in 2022 using the $60,000 in ERR, the new yearly contribution amount would be $8,063 per year for replacement of the new system. By moving to the internet this cost would go away.

Currently we pay $750 per month for land lines that could be eliminated by moving to the internet for phone services.

Our internet speed would need to be increased to handle the additional phone system. This cost is approximately an additional $500 per month.

In December the phone system was down for about a week. About two weeks later we had the same problem again. The telemetry line in Public Works also experienced down time. Lumen was able to track the phone problems to their copper wire system. As the infurstructure ages, these problems will increase.

We looked at three providers, Peerless (formerly Call One), G12, and Zoom. All three company offered similar products.

ADVANTAGE: There are several advantages to internet phone service.
- Ease of use
- Ability to login from desktop and use the computer as a phone
- Easy access through desktop to make changes to settings
- Remote access from home or other places when away from the office or in the field
- Auto attendant for inbound calls. Messages can easily be changed allowing better communication with citizens. Example: Pre recorded message can say "Pool will be open today from 2:00 to 5:00"
- Voice mails can be received as an email and transcribed to text.
- No charges for long distance calls within the United States.

Attached is a matrix of some of the features offered by each of the three companies. As you can see, there is not that much difference in what each company offers.

FISCAL IMPACT:

	Peerless	G12	Zoom
Monthly Cost	1,242	1,298	1,122
One-time cost	<u>10</u>	<u>13</u>	<u>0</u>
Subtotal monthly cost	1,252	1,311	1,122
Increased internet	500	500	500
Yearly Cost	20,903	21,581	19,464

	Peerless	G12	Zoom
Savings from phone lines	9,000	9,000	9,000
Savings from ERR contributions	8,063	8,063	8,063
Yearly Savings	17,063	17,063	17,063

	Peerless	G12	Zoom
NET ADDED COST PER YEAR	3,840	4,518	2,401

RECOMMENDATION: Staff recommends using Zoom as our phone service provider and increasing our internet service.

Staff is looking for direction on how to proceed.

ATTACHMENTS: Communications System Feature Matrix
              Mitel Phone System Information

Communications System Feature Matrix

X = Included in proposal
$ = available as an option

	Feature/Application/Capability	Call One Cloud Rental	G12 Cloud Rental	ZOOM Cloud Rental
1	**Core Telephony Features** At a minimum, the solution must provide the full range of common telephony features resident in current state of the art telephone systems. This would include hold, park, call forwarding outside the system, distinctive ringing, customizable music on hold, 3 party Conference Calls etc.	X	X	X
2	**Direct Dial Phone Numbers** (Inbound Calls) In addition to the main company phone number, Direct Dial Phone Numbers allow callers to reach staff directly.	X	X	X
3	**Direct Dial Phone Numbers** (Outbound Calls) The system is capable of displaying the main telephone number on outbound calls, rather than the individual Caller's Direct Number.	X	X	X
4	**Automated Attendant** (Inbound Calls) Always on, overflow or after hours only, an automated attendant that allows calls to self-direct. Multiple menu levels, staff directory and the ability to transfer calls off system.	X	X	X
5	**Telephone Set Requirements** Paperless labels, high quality duplex or HD Speakerphones, users can answer a 2nd call via a separate button, call timer, ability to see other extensions idle/busy state.	X	X	X
6	**No desk phone at all – Make my PC or Laptop my phone** If there is a wireless network available.	X	X	X
7	**Cordless/Wireless Sets for use in the office** Dial an extension number to reach staff members who are frequently away from their desk but still in the facility. Mobile staff members will appreciate being able to contact internal or external resources without having to find a phone first.	$ optional	$ optional	$ optional
8	**Ability to log in at any phone** (hot desking / hoteling) Move to any phone in the facility and log in to make that phone your own. When people call your extension or DID number they will ring the phone you logged into. When you call other extension or external numbers, your Outbound Caller ID will display. If you have voice mail messages, the message light on your logged-in phone will blink.	X	X	X
9	**Remote or Teleworker Phones** Ability to have a phone at a home office or remote office that is connected to your phone system.	X	X	X
10	**Desktop Interface** In addition to a high quality phone, the ability to use a PC/Web based call control application. This application allows for mouse control of telephony features including click to dial, call history logs, visual voice mail, and phone status of other users.	X PC Client	X Web	X Web
11	**Call History Log For Each User** Support for a Call History Log that shows the phone nubmer dialed or Caller ID of incoming calls, date, time, duration of each call, including extension to extension calls. Call Log should show on the phone and a PC/Web Client. Should be able to export the log from the PC/Web Client.	X	X	X
12	**Twinning / Simulteanous Ring** Your desk phone and mobile phone can ring at the same time allowing you to answer on the device of choice.	X	X	X
13	**Voice Mails displayed in E-mail InBox** Receive your voice mails in your e-mail Inbox so you can handle these messages just like you would an e-mail. See all your VM messages in one parallel view so you can pick and choose which message to listen to first. Use your computer keyboard to play the message over the PC speakers or phone speaker. Forward VM messages to anyone internal or external to the company. Archive VM messages like you would any e-mail.	X	X	X
14	**Voice Mails Transcribed into Text** In addition to a .WAV File of the actual VM message, the message contents are transcribed into text.	X	X	X
15	**Smart Phone App** If you have an iPhone or Android smart phone, you can have an "App" that allows you to: • control your desk phone's forwarding settings • view your Call History Logs • view your voice mail messages • place an outbound call using your desk phone's outbound Caller ID. • see who is available for a call inside the office	X	X	X
15	**In Office Instant Messaging** Use a private Instant Messaging application among staff.	X	X	X
17	**Large Conference Calling** Host your own multi party audio conference meetings.	$ 10 party	X 10 party	X 10 party
18	**Desktop Sharing** You can also share a desktop, have an online whiteboard or have web presentations with your conference call.	X	Not Available	Free Licenses gives you 40 mintues per meeting

Communications System Feature Matrix

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	Feature/Application/Capability	Call One Cloud Rental	G12 Cloud Rental	ZOOM Cloud Rental
19	**Desktop Video Conferencing** For companies spread out over a campus or multiple sites, desktop to desktop video conferencing improves communication. Also great for remote workers who can feel disconnected from the company.	One to One	Not Available	Free Licenses gives you 40 mintues per meeting
20	**Video Calling from the Mobile "App"** Use the video camera on your smart phone to participate in video calls to the office or other mobile personnel	One to One	Not Available	X
21	**SMS Text and Picture Messaging** Your customers would like to communicate with you using the texting capabilities of their smart phones. You would rather not provide them with your mobile phone number.	SMS Yes Not Picture	X	X
22	**Faxing - Paperless** You would like to move to a completely paperless environment for inbound and outbound faxing.	1 Included for 50 Pages, $05 for overages.	1 Included	Not Avaiable
23	**Faxing - Need a Fax Machine** Your firm does a lot of faxing and needs a traditional fax machine.	$ optional	$ optional	$ optional
24	**CRM or Application Integration** Integrating with other business applications like a Sales Force.com, CRM, IT Helpdesk ticketing, Dispatch Software, etc.	depends on CRM	depends on CRM	depends on CRM
25	**PAGING through the Phones or Overhead Paging System** When you are trying to locate someone in the office, you use page through the phones, an overhead system or a combination of both.	phones standard overhead optional	phones standard overhead optional	phones standard overhead optional
26	**Toll Free Telephone Numbers** The ability for callers to dial a toll-free number from anywhere in the US or Canada to reach your offices.	$ optional	$ optional	$ optional

Feature/Application/Capability	Importance Low/Med/High None
1 **Remote or Teleworker Phones** Ability to have a phone at a home office or remote office that is connected to your phone system and able to be a member of a call group.	
2 **Ability to Queue incoming calls** Groups of employees that receives the same type of incoming calls like a technical or customer service team or inbound order takers. When there are more calls than available employees to answer them, the ability to queue callers for distribution to the next employee that becomes available.	
3 **Flexible distribution of the queued calls to the employees in the group** Not all call groups want their calls distributed to employees in the same fashion. The ability to have different distribution methods and being able to change them to suite the occasion is important. Some call distribution methods are: • **Top Down** always starts with the first employee in the active employee list and sequentially searches through the list until an available employee is found. • **Round Robin** starts with the next available employee in the active employee list and sequentially searches through the list until an available employee is found. The search starts with the employee that is next in the list after the employee that last received a call. If an available employee is not found, the search starts again at the beginning of the active employee list. • **Longest Idle** sends the call to the employee with the longest idle time. • **Simultaneou**s sends the call to all available employees simultaneously.	
4 **In-Queue Messaging** When callers are holding for the next available employee, the ability to provide customized messaging to the callers on hold.	
5 **In-Queue Callers can OPT OUT of holding in queue and leave a voice mail** Some callers might not want to stay in queue so the ability to offer the opportunity to leave a voice mail for a call back or to leave information on follow-up of a specific issue. These voice mail messages can be visible to the entire group to facilitate a faster response.	
6 **Provide notification or real-time information to the members of the call group.** Employees in the call group can receive real-time information on the status of the call group. For example: how many calls are holding and how long they have been holding, how many employees are available to take calls or are already on other calls.	
7 **Who is in Queue?** Employees in the call group can see a list of the calls in queue and can "cherry pick" calls out of the queue regardless of the caller's position in queue.	
8 **Logging in and out of the call group** Sometimes employees in the queue need to temporarily remove themselves from the group to work on projects or perform other work. Employees have the ability to receive calls when logged in. Employees who are logged out do not receive calls.	
9 **Historical Reporting of call group activity** The ability to obtain reports on historical calling activity for staffing, planning or scheduling of employees. Information such as call volume over time periods, how long the call stayed in queue, which employee took the call, how long the call lasted etc.	
10 **Email** Ability to Queue inbound emails and deliver them to agents just like an inbound voice call. Faxes and voice mail messages can be converted to email.	

11	**Web Chat** Allowing clients/users to initiate a chat by clicking on an option to chat with an agent or representative. This allows customers to "self-serve" more efficiently. With traditional chat, each transaction begins and ends in a single interaction. Whether they're getting information, making a purchase, changing a reservation, etc. it all occurs within a single chat window. Once the inquiry or transaction is complete, the window—and the conversation—is closed. This also applies to voice calls and email queries.	
12	**SMS - Text Messaging** The ability to route incoming text messages to agents. With text messaging, conversations can be started, paused, picked up, and paused again, over any period of time, without losing the thread or history. This is called "asynchronous" communication, and it's just like that messaging thread you have with your friends and associates that you can jump back into at any time.	
13	**Outbound Calling Campaigns** Automate outbound calling campaigns with an auto dialer from a preloaded call list. This reduces manual call setup time, allows you to manage the contact and call back strategy.	
14	**Ability to select different Outbound Caller ID** Agents can select from a pre-defined list of outbound caller ID's that will be displayed to the person being called.	
15	**Recording All Calls - Call Logging** Ability to record all calls into the contact center for quality assurance and dispute resolution.	
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Call One Rental	G12 Cloud	Mitel CONNECT Cloud	Mitel CONNECT ON-SITE	Mitel Office 250 ON-SITE

Hi Colleen:

Mitel has announced the end of Add-On Sales for the MiVoice Office 250. All parts for the MiVoice Office 250, except Software Assurance and renewals will be discontinued on June 30, 2022. This includes all digital telephones and digital station licenses, system cards, expansion cards/bays, optional software licenses, Compact Flash cards and the CT Gateway. The announced end of Software Design is January 31, 2023. The announced end of The announced End of Technical Support/End of Life is June 30, 2026.

The announced end sale for IP Station and SIP Trunk Licenses is June 30, 2024.

TRI-TEC's continued support to City of Fircrest does not have an End of Life date. We have a solid inventory of spare parts and the necessary technical skills to maintain your systems as they are running today. If and when that commitment changes, we will let you know.

We suggest you take a moment to review your current license inventory to determine if you want to add a few licenses to support any anticipated growth over the next year or so. Please let me know if you would like to order some spare licenses for your system. As it does take several days to get orders processed through the Mitel systems, we ask you to place your orders with us prior to June 22, 2022.

And if you are ready to explore alternate solutions, TRI-TEC can assist with that as well. Whether you want to remain with an on-premise telephone system - or explore moving to the cloud, TRI-TEC can provide you with all the information you need to make the best possible decision.

Please let me know if you have any questions or would like additional information.

--Thanks
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