

Verint (Lagan 311) License Agreement TTI Presentation

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Bottom Line Up Front: Verint (Lagan 311)

Vendor	Verint
Purpose:	Verint/Lagan products are used for the 311 Customer Relations Management (CRM) Software that supports the citywide 311 Call Center. The software accommodates citizen requests and integrates with other COH departments systems.
Contract Amount:	\$1,261,446.28 over the contract amendment term
Cost Breakout	\$265,361.57 annual Maintenance, plus \$200,000 per year for project contingency
Amendment Term:	2 Years with 2 renewal options
Primary Department Users:	Lagan interfaces with many department CRM system. Department of Neighborhood, Public Works and Engineering, Parks and Recreation, Municipal Courts, Solid Waste, etc

Key Lagan Agreement Components

Enterprise License Agreement

User Agreement

4 Years from July 22, 2017 through July 21, 2022

Enterprise Workstation

- Multi-channel request capture (mobile, desktop, web)
- Supports Phone, face-to-face, email

Knowledge Management

- Answer citizen questions regarding City functions and services
- Support department specific knowledge articles hastening onboarding

Business Intelligence

- 50+ out of the box reports and analytics tools
- Adhoc reporting engine to quickly produce new reports

Premium Technical Support

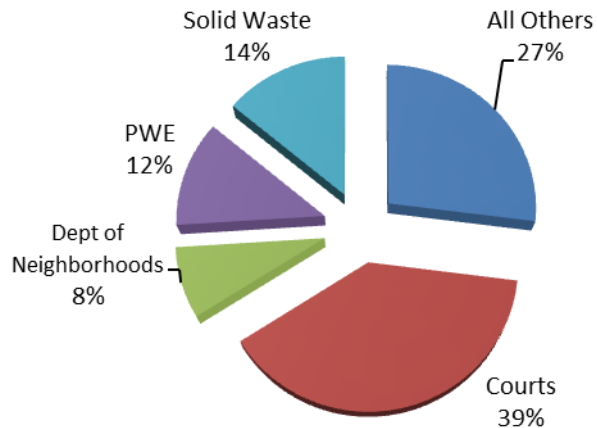
- 24x7 telephone support for Critical and High severity issues
- Online self service support portal

Citizen's Access to City Government

External Contacts - FY17	1,934,105
Channel	Contacts per/year
Calls	1,498,554
IVR calls / Year	44,957
Website visits / Year	270,456
Mobile Website visits / Year	44,165
Emails / Year	33,580
SmartPhone & Web SRs Per Year	42,393



Percentage Internal Calls by Dept



Top 10 SRs by Type

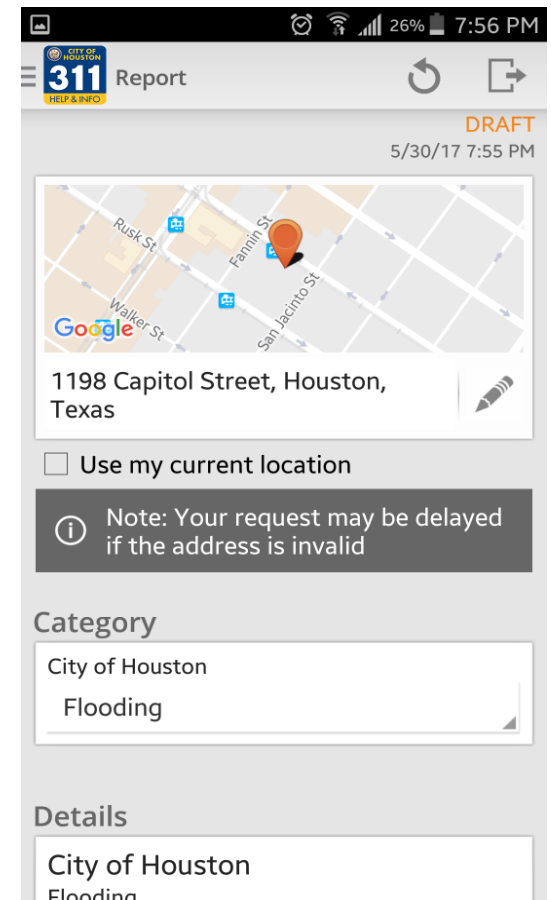
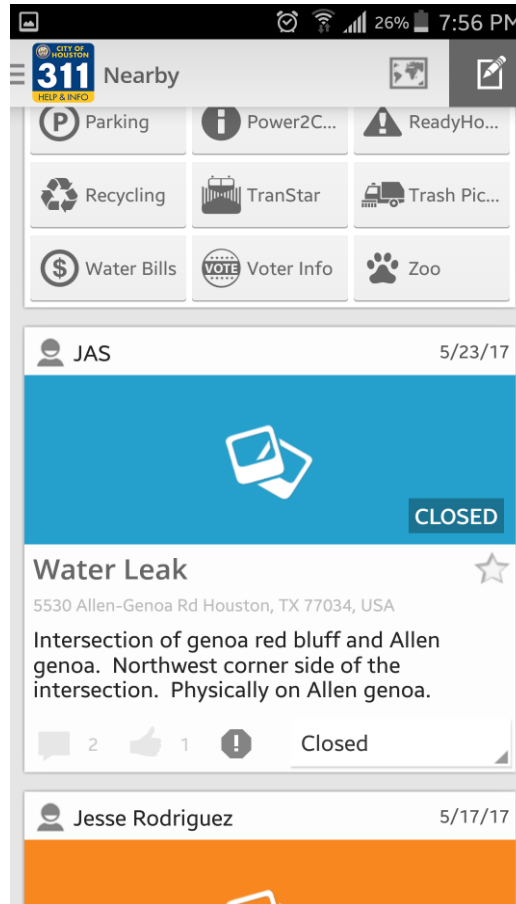
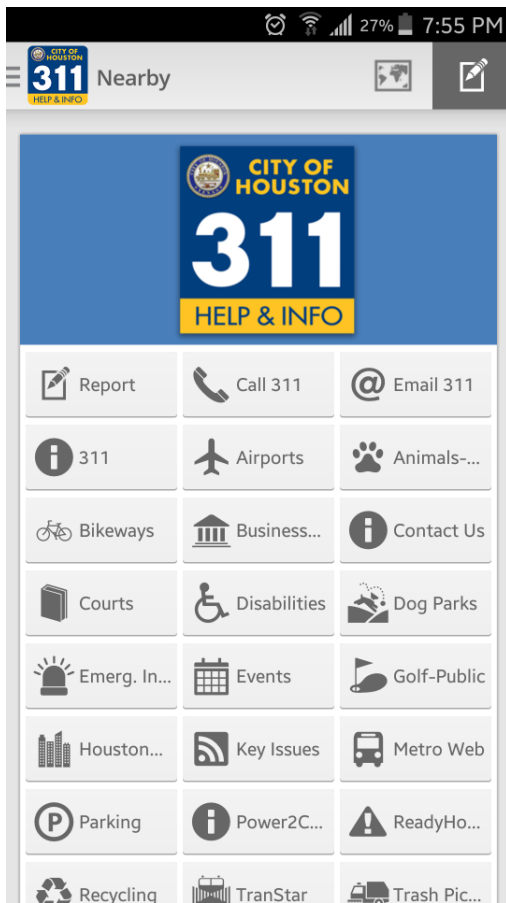
- Nuisance on Property
- Container Problem
- Water Leak
- Sewer Wastewater
- Missed Garbage Pickup
- Traffic Signal Maintenance
- Water Service
- Sewer in Residence or Business
- Pothole
- Dead Animal Collection

Verint/Lagan Enterprise Contract

Questions?

SeeClickFix – 311 Mobile Application

SeeClickFix is a mobile app used by citizens to submit requests without agent assistance. The interface between SeeClickFix and Lagan captures incoming requests and integrates them seamlessly into 311 workflow.



Lagan Integration

Product	Description
Open 311	Open311 is the "open" standard managed by Verizon/Lagan that serves as the interface between the Lagan CRM and any 3rd party integration. COH uses Open311 exclusively with SeeClickFix (SCF) to capture citizen reported 311 cases. The integration goes bi-directional between SCF and Lagan. Once cases are recorded in the Lagan CRM from SCF through Open311, the case status is then updated when the case is finally closed.
Infor (DON)	DON cases start in 311 Lagan, to provide a single citizen experience, but are then transferred to Infor for case management. Case updates are sent back to Lagan.
CitiWorks (PWE)	PWE uses CitiWorks, a CRM product by Aztec, for case management. Interfaces between Lagan and CitiWorks are used to ensure visibility of all citizen cases through one platform. In some instances, case status and comments are sent back to Lagan from CitiWorks.

Lagan Agent Workbench

Lagan

Connecting Governments and People

Jim Cole | Help | Logout

Cases Activities Interactions Search More Options

You are here: [Home](#) | [Cases](#) | [New Case](#)

Step 1: Select a Subject

- 311 HelpLine
- ARA Administration and Regulatory Affairs
- EM Emergency Management
- External Referral
- Finance
- GS General Services
- HCD Housing Community Development
- HLT Health
- HPD Houston Police Department
- HR Human Resources
- Knowledge Management
- METRO Metropolitan Transportation Authority
- MYR Mayor Office
- NS Neighborhood Services
- OIG Office of Inspector General
- PM Parking Management
- PR Parks and Recreation
- PWE Public Works Engineering
- SWM Solid Waste Management

[\[printable version\]](#)

Step 2: Select a Reason

Final Step: Select a Type

Cases Activities Interactions Search More Options

You are here: [Home](#) | [Cases](#) | [Case Search](#)

Case Ref

Title

Interaction Ref

Associated with

Created by

Case Search

Subject

Reason

Type

Created After (mm/dd/yyyy)

Created Before (mm/dd/yyyy)

Status

Allocated to Queue

Allocated to User

Priority From

311 Case Reporting

The “Super Report”, accessible through the 311 reports portal

Performance Portal for 311 case data

Innovation & Performance Portal

Check out these *visualizations of 311 data*

Category	Value
1	25,844
2	27,796
3	24,369
4	24,262
5	23,325
6	25,607
7	26,597
8	23,494
9	24,010
10	22,088
11	22,529
12	22,785
13	24,274
14	26,253
15	26,298
16	24,828
17	27,095
18	29,282
19	28,218
20	28,772
21	24,352

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The Mayor's Office of Innovation & Performance is leading the City's efforts to

This week marks the release of Mayor Turner's proposed Annual Operating Budget for Fiscal Year 2017.