Quarter 1

- VOSS-4-UC Upgrade
  - Migration to VOSS4UC Version17.6
  - VOSS4UC is required for AD federation with CBTS and single sign on for our applications
  - Status: Completed

Quarter 2

- Landline Texting
  - Service to let users send text messages to a phone that has a wire connection or a toll-free phone number
  - Status: Completed

- Encrypted SIP Trunking (SIP TLS and SRTP Call Path)
  - Enabling voice and data traffic to be encrypted with security on SIP trunks
  - Status: Completed

- CRM CTI Connector
  - Web-based integration between the CBTS Contact Center solution and the agencies Customer Relationship Management (CRM) tool
  - Status: Completed

- Dedicated Hosted Platform for Smaller Sites
  - Allows for Dedicated Hosted on sites with 100 – 499 Endpoints
  - Status: Completed

- Interstate Long Distance as a Local Call
  - Long distance calls can be completed as local calls
  - Status: Completed

Freeze Windows for State of Ohio
Tax Window April 17 – (window April 9 through April 25)
Election May 8 – (window May 6 through May 10)
Quarter 3

- Call Recording
  - E-Learning allows supervisors to coach agents, plan training, create quizzes, manage templates, and assign training for people or teams.
  - Status: To be complete by July 2018

- Mass Notification & Paging: Standard Approach
  - Emergency mass notification system that send critical messages to on-premises devices and mobile users, helping keep people safe – by providing notifications
  - Status: To be complete by July 2018

Quarter 4

- NGTS Initiatives TBD

Freeze Windows for State of Ohio
Tax Window April 17 – (window April 9 through April 25)
Election May 8 – (window May 6 through May 10)