



2018 NGTS Release Calendar

State of Ohio

Quarter 1

- **VOSS-4-UC Upgrade**
 - Migration to VOSS4UC Version 17.6
 - 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

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Consult Build Transform Support