

Questions and Responses regarding the voice recognition system (One-time request for \$150,000)

1. Do you know of other municipalities or agencies that use the voice recognition system? If so, what is their experience?

Salt Lake City uses IVR in several areas of the City already. Those needing a building inspection can schedule this via the phone. Golf Tee times can be arranged as well. Both are very successful. We not aware of implementations of this type for a justice court.

2. How does the cost of this system compare to the keypad-based system or other options? (One Council Member expressed concern that the cost of the voice recognition system seems to be quite high.)

IVR refers to a technology that has been around for many years. Generally it consists of a scripted message that is played by the caller and then the caller will press a certain number on the telephone keypad to indicate their response. In recent years however, the systems have started to incorporate voice response as part of the system with the ability to associate certain words and phrases to an action that can be interpreted by a computer. The system suggested would have both of these abilities.

One of the key considerations is the volume of calls the system is anticipated to handle and the ability to grow or reduce capabilities as needed. There are other solutions costing less and other vendors that provide this as a service. This amount was an estimate from our telephone vendor. Should the money be budgeted, the court would do an RFP looking for the most cost effective system.

3. Has the Justice Court identified a compelling need for the voice recognition system as compared to a less sophisticated system? Please explain.

Currently the Justice Court answers about 18,000 calls a month. We have recorded phone messages that give general information, however over 50% of the calls taken are questions concerning specific case information such as amounts owed, court dates and people wanting to make payment. All of these questions and payments could be handled by an IVR system with specific case information given and payments processed 24 hours a day, 7 days a week. This not only shows that the court is customer friendly but frees up staff time to handle calls and in person hearings that cannot be handled with the IVR system, cutting down on hold time, complaints, in person waiting and reduce the need for future staff increases. Currently court payments can be taken on line as well as calendars and jury information being available and we are in the process of making specific court information (date of appearance, status of case) also available on line. This also offers those people who do not have access to a computer the same conveniences as those that do not have access to a computer the same conveniences as those that do.